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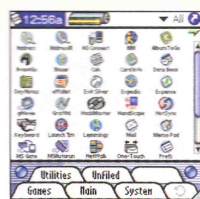
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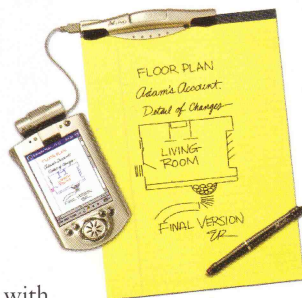
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Handspring's Treo line has, appropriately, expanded to include three devices. Joining the monochrome Treo 180, the already-announced Treo 270 adds a color screen and better battery life as we expected. But the inexpensive Treo 90 is a surprise: it's a compact color organizer that lacks built-in phone capabilities.



26 UNLOCK YOUR HANDHELD'S POWER

Out of the box, the Palm OS is easy to use and offers all the basic functions you need. But once you get the hang of things, the Zen of Palm simplicity can feel a bit... basic. No fear: There are hundreds of utilities available to supercharge your handheld's functionality. This month we start our series on utility programs with a look at some of the best hacks and program launchers.

enterprise edition

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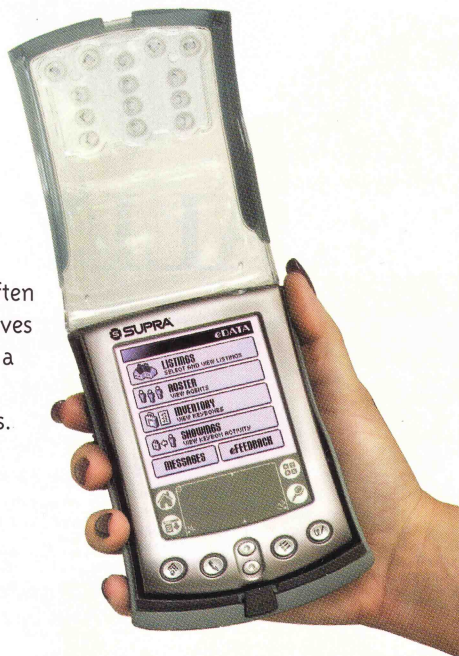
With the proliferation of wireless handhelds, smartphones, and clip-on modems, you no longer have to find a computer to check your email on the road. Dave Johnson put the latest and greatest email applications to the test, and his report will give you the info you need to choose which solution will work best for you.

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For salespeople on the go, a PDA is often the magic bullet that lowers costs, saves time, and increases sales. We look at a number of sales success stories, ranging from real-estate to cola sales.

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The Mysterious Self-Destructing m500s

Not long after the release of the m500 and m505, some users started reporting problems with USB HotSyncs. Suddenly, their handhelds would no longer HotSync using the standard cradle, although they'd still work with serial cradles.

The problem turned out to be related to the m50x cradle design and the static electricity that exists in some environments. The same effect that gives you a shock when you grab the doorknob was zapping the Palm's USB firmware. (Palm's explanation was little more technical than this: "A discharge of static electricity can occur, which in some situations can scramble the synchronization software.") This explains why some users had to replace multiple m500-series handhelds, while others had no troubles at all. It all depended on how much of a build-up of static electricity occurred in their office environments.

The good news is that Palm has redesigned the m-series cradle with enhanced static electricity buffers. Check your cradle and see if it has "E" or "H" on the bottom. If it doesn't, Palm will exchange your cradle for free; just visit www.palm.com/support/m50XUSBcradle.html and fill out the online form there before the September 30, 2002 deadline. There's no charge for the swap—you'll just need the serial number from your m500 or m505 handheld. (The newer m515 ships with a cradle with enhanced static electricity buffers.)

Even if Palm replaced your handheld after one of these discharges, you'll still want to check your cradle and see if it's the older design. If so, you'll want to make the swap to avoid problems in the future, since you're probably in an environment where shock damage could recur.

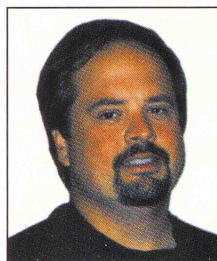
Many, many m500 users have had no problems at all, of course. Still, given that there's no cost to make the swap, we'd

suggest owners of the older cradles go ahead and take advantages of Palm's offer. Better to go for the ounce of prevention, particularly since this is a limited time program—and your warranty won't last forever.

HANDHELD COMPUTING DEVELOPER

Now for a little shameless self-promotion. We recently launched our newest free electronic newsletter, Handheld Computing Developer. I think you'll find it a very interesting read, whether you're an experienced Palm OS developer or you'd just like to learn more about what goes on under the hood of your handheld. Beginners will appreciate Greg Winton's running tutorial series on how to build a Palm application, as well as Mike McCollister's column on what not to do when creating an application. We also have articles on supporting VFS memory cards, Bluetooth development, and C/C++ startup routines. The articles are written by well-known Palm OS developers—our first two issues feature articles by coders from companies like Metrowerks, Hands High, and Bachmann Software. If you'd like to subscribe to the free newsletter, send an email to developernews@hhcmag.com and we'll send you a notice when each monthly issue is published. In the meantime, check out the current issue at www.hhcdeveloper.com.

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VISORPHONE NOW, BLUETOOTH LATER

I currently have the Handspring Visor Platinum and Visorphone combination. Yeah, it's a little big, but everyone else complains about the small screen on their cell-phones. You just can't seem to please everybody with the all-in-one phone and PDA combination. In truth, everyone wants a 21-inch display, but it has to fit in your palm. Go figure.

I think that each technology has its strengths. The cell-phone is quite rugged and easy to handle. The PDA is quite adept in organizing and storing information. The combination of the two just compromises the best features of each. As the result, many who've attempted to combine the two technologies eventually end up carrying two devices. I frequently shuffle between my Visorphone and my Ericsson T28 World phone just because I find that a cell-phone is more appropriate in some situations, e.g. an amusement park. With Bluetooth technology bridging the gap between these, I think there's a winner here!

Just my USD \$0.02.

—Gee G. Wizz

We agree, Gee. Today's smartphones are a wonderful solution. We won't go so far as to say you'd have to pry our Kyocera QCP 6035s from our cold, dead hands, but we're certainly addicted to having the power of a PDA and a live Internet connection in a single device.

Bluetooth may just be the wave of the future, though, as the only compromise is the need to carry two devices. Once we can get a Bluetooth phone the size of a Motorola Startac, and a Palm Powered handheld with built-in Bluetooth, we're sold.

You can actually pull this off now, but the only CDMA Bluetooth phone we can find is the Motorola Timeport 270C, but it's not a compelling phone. It's big—5.1 inches tall—and the Bluetooth add-on is quite pricey. And we use too many programs on our handhelds here to sacrifice our expansion slots to a Bluetooth card. So we'll anxiously await one more generation of technology.

SONY'S BLUETOOTH?

Sony has announced a Bluetooth Memory Stick in Japan, but I can't find it for sale anywhere. Is it coming to the USA?

—Jacob Lodge

In our discussions with Sony, the company has stated that it's waiting for Bluetooth to become a more prevalent, consumer-friendly technology before it launches the Bluetooth products here in the U.S. So it won't be marketing the Bluetooth Memory Stick here.

The good news is that you can still get the product if you're a more cutting-edge handheld user than Sony wants you to be. A local Palm OS developer purchased one from Hong Kong (from shop.brand.com.hk) for \$210. That's a long way away, but he reports it arrived faster than the Palm Bluetooth SD card he ordered the same day from a U.S. source. The Japanese card works fine on U.S. Clie models. The installation program is in Japanese, but since the options are limited to "install" and "exit," you won't need a translator there. Once the drivers are installed, the settings dialogs are displayed in English.

DON'T EVEN MENTION IT AS A THEORY

In your recent *Handheld Computing Weekly* article about the new game Chain Reaction 1.1, the author wrote, "One theory behind their popularity might be that these kinds of games push all of the right evolutionary buttons: humans are hardwired to see patterns and to make connections as a way to make meaning out of the world in front of them." I love your e-mag, and have had a subscription to your magazine a time or two, but I take great offense to this explanation of why humans like puzzle games. I do not want to get into a debate with you or the author about evolution but many, many people believe the evidence that is contrary to the evolutionary theory and I would appreciate it if your magazine would stick to reviewing handhelds and not theories about where we came from. If this is not likely to happen then I will no longer read your e-mag and I will spread the word to my many many, many online God-fearing friends.

—Angela Waldauer

You can read the review in question in Handheld Computing Weekly issue #128. Just go to www.hhcmag.com, click "Newsletter Archive," and select "Handheld #128."

UNHAPPY WITH PALM SUPPORT

I would like to bring to your attention the absolutely horrible customer service and shoddy product available at Palm. What a mistake this was. I had a

Palm that worked for a month-and-a-half and stopped working. After spending valuable hours on the phone and the Internet, they finally asked me to send the product back at my expense. I did this and am now on my fifth Palm that does not work! I have spent countless hours on the phone and on the Internet asking for a high level of customer service and a product that works. I am absolutely disgusted with this company and would like to do everything in my power to ensure that the industry becomes aware of this. I certainly cannot be the only person who has dealt with type of similar situation.

As a small business owner, my time and energy are my best resources. I have spent too much of it working with a shoddy company. However, I am on a very tight budget and have invested a great deal of money on these products already. I would like to have a product that works which is what I have paid for. I hope that something I have said has sparked an interest and perhaps a story can be done to let the industry know about this problem.

—Freya C. Lustie

We're sorry to hear you had such a negative experience, Freya. To have five failures in a row is an amazingly rare situation, but that doesn't excuse unsatisfactory customer support or not covering return shipping on a defective product. After contacting Freya for clarification, it appears she was bitten multiple times by the Palm cradle static problem; see this issue's Newsworthy "Blurbs" section for details on how to swap out static-sensitive cradles.

If you purchase a product from a retailer (rather than via mail order), we always suggest you simply return a problematic product to the retailer and swap it there. The process is generally faster than using tech support, and you get a replacement immediately—one you can test on the spot.

We're working on an article about troubleshooting and technical support for an upcoming issue. We'd like to hear about your own tech support experiences with handheld companies, both negative and positive. Write us at letters@hhcmag.com.

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NEWSWORTHY

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Compiled by Wes Salmon, www.pdabuzz.com



This open-source browser utilizes the Palm OS web clipping libraries.



Palm's full-featured web browser had been delayed at press time.

New Palm OS Web Browsers Announced

Linux Labs has released Vagabond, a new browser for PalmOS devices that is billed as an "OpenMobility Open Source Palm-based browser suite." The browser system supports, HTML/WAP/i-mode, cookies, SSL, bookmarks, and browser emulation, allowing users to have their browser identify itself as a more common browser type such as IE or Mozilla.

Vagabond relies on a back-end proxy server, and the current beta version uses a server provided by Linux Labs. You'll need a web clipping-enabled device, such as the Palm VII or i705 series, or any Palm OS device with web clipping libraries installed, to run the Vagabond browser.

Both the client and server apps are open source, meaning the source code will be made available to those who request it so that they can run and modify their own proxy servers, without relying on a third-party proxy.

For more information, visit www.linuxlabs.com/vagabond.html.

Meanwhile, at this year's CeBIT show in March, Palm announced plans to offer its own Web Browser for Palm handhelds. The browser was said to offer full access to any URL, customizable bookmarks, web clipping support, and offline viewing of websites, with an availability date of April 8th, 2002. April 8th came and went, and we saw neither the Palm web browser nor an announcement regarding the delay.

As a result, a number of Palm OS users have been asking where the elusive browser may be. Palm was recently contacted regarding the missing browser and confirmed the fact that the browser has in fact been delayed, but could offer no official release date.

Unofficially, estimates for the delay are as long as a few months. Once the browser is made available, it should carry a price tag of \$19.95 and will be compatible with the Palm m125, m130, m500, m505, m515 and i705 handhelds.

Palm Leads Handheld Software Sales, Conquers Canada and Europe

According to an NPDTechworld report, handheld software sales tripled to 900,000 titles sold, of which 97% were for the PalmOS platform. While business and other productivity applications continue to lead the way, games and document readers are beginning to catch on as well.

Palm also proclaimed its dominance of the Canadian handheld market, with 71% of handhelds sold in Canada last year sporting the Palm brand, while the Palm OS platform

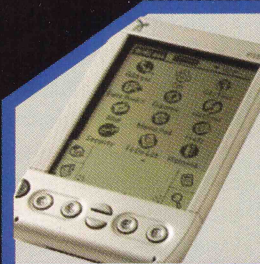
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BLURBS

Palm begins replacing faulty m500/m505 cradles

Palm has begun replacing cradles of early Palm m500 and m505 devices due to problems of electrostatic discharge. The problem occurs when a user builds up an amount of static electricity that is later discharged as the Palm is placed in the cradle. If your Palm m500 or m505 cradle does not have an "E" or "H" on the bottom, you can order a replacement from Palm at www.palm.com/support/m50XUSBcradle.html

iGolfGPS harnesses government satellites to better your golf game

iGolf Technologies has launched the iGolfGPS system for PalmOS devices, giving golfers world wide access to accurate course measurements during play. iGolfGPS boasts the ability to give you the yardage to the front, center, and back of any green in the world and includes a scorecard system for up to 4 players. iGolfGPS software is available for \$34.99 while the complete GPS system costs \$149.99. For more information, visit www.igolfgps.com.

overall accounted for 85% of Canadian handheld sales in 2001. The Canadian handheld market grew 37% for the year. Of the 16 million Palm handhelds that have been sold since their inception, 850,000 live in the Great White North.

The news from Europe was also good. According to a report from the GfK Group, a leading international market research organization, the company accounted for 42.5% of the European handheld market in December and January. That's 30.8% ahead of the nearest competitor. This represents a 4.4% increase from the two months prior and a 1.6% increase from this period a year ago.

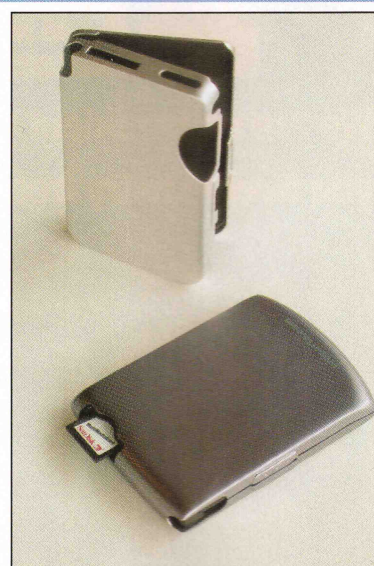
The report breaks down Palm's market share by country as well, with Palm accounting for 47.7% of handhelds sold in France during the two-month period, 49% in Germany, 38.4% in Italy, 37.8% in the Netherlands, and 43.5% in the UK. The report credits the rise to a successful Christmas season in Europe for Palm, which included a special SD card offer in addition to a number of print, radio, and outdoor ad campaigns.

Goodbye Scribble, Hello Proporta

PalmTec and Scribble have merged to form ProPorta, and if the company's initial lineup is any indication, this UK-based company is likely to make waves on both sides of the pond.

The company's Chameleon case, which offers an excellent balance of size and extreme protection (an m100 in a Chameleon case dropped from an ultralight aircraft survived unharmed), took a finalist slot in our recent 2001 Best Product Awards. Now ProPorta has released a pair of aluminum cases for the Palm m500 series and the Sony Clie. Extremely thin and stylish, these cases show lots of attention to detail. The Palm case offers access to the stylus and SD/MMC slot, while the Clie case has openings for the jog dial, Memory Stick Slot, and IR port. ProPorta offers an innovative series of travel chargers for a wide variety of handhelds as well, including the new Sony NR70. Watch for reviews of these products in an upcoming issue.

ProPorta also has a software line, including the well-known document reader TomeRaider. The products are varied, from the company's new ProFile file manager, covered in the "Palm Powered Utility Belt" feature elsewhere in this issue, to the racy party game MondoPondo. For more information, visit www.proporta.com. —Denny Atkin



ProPorta's new Clie case (top) offers cutouts for IR, Memory Stick, stylus and the jog dial; the thin aluminum m500-series case (bottom) sports openings for the stylus and MMC card.

DAWN'S QUESTION

THE GALAPAGOS ISLANDS ARE 500 MILES FROM MAINLAND SOUTH AMERICA. WHICH COUNTRY DO THEY BELONG TO?

COLOMBIA

ECUADOR

PANAMA

MEXICO

MondoPondo is a trivia game with an optional adult twist.

The latest version of TomeRaider supports Doc files in addition to its own format.

Philadelphia 7.4.70 / T-28.25.03

The Liberty Bell is much larger than he expected. Nearly fifteen feet tall, weighing over two thousand pounds, it's suspended by its oak arm between two cement supports, the ceiling lights casting a dull sheen from its bronze surface. Captain Lee stands in front of the bell, meditating upon the long crack that runs down its side, the Biblical inscription carved around its top: **Proclaim Liberty Throughout All the**

0%

continued

CDMA-Powered Treo Nears

Handspring has announced that it has teamed with AirPrime to supply the required CDMA 1X technology required to use the soon to be released CDMA Treo on Sprint's 3G network. "AirPrime and Handspring have worked closely over the past several months to integrate the wireless CDMA2000 1X engine needed to power Treo," said Joe Sipher, vice president of product marketing for Handspring. The CDMA Treo will use AirPrime's Helium 1X embedded module platform, and should be available in mid-2002. Some may remember that AirPrime's technology also powers the CDMA Wireless Web Digital Link Springboard module.



Will Sprint offer the CDMA Treo in color, monochrome, or both? We'll find out this summer.

Handspring Releases Treo Update

Handspring has released an update for the Treo 180 Communicator line that, according to Handspring, "improves the built-in software on Treo 180 and Treo 180g units manufactured during the first months of production (early 2002)". These improvements include an increased standby battery life of up to 100 hours depending on signal strength, an advanced dialog for call forwarding, a new dialog for ringer preferences, a language picker as well as less obvious changes such as typo corrections and more helpful error messages. The download is 3.1MB. During installation, the update will erase everything on your Treo, so be sure to backup your device before applying this patch.

For more information, visit

support.handspring.com/esupport/forms/hsResolutionView.jsp?ResolutionId=8118

BLURBS

Palm m125 makes it to the International Space Station

South African entrepreneur Mark Shuttleworth recently launched himself into space aboard Russian rocket Soyuz. Included with his supply of Fruit Rollups and TANG was his Palm m125. On the device was a customized Date Book application to keep track of Mark's activities in space. The system was linked back home via an email system allowing Mark to receive activity updates.

Belkin releases wireless PalmOS accessories

Belkin has released a series of accessories for both the Handspring Treo and Palm i705 wireless devices. Key components of Belkin's Treo 180 lineup includes a USB sync charger and a leather pouch case, while the Palm i705 products consist of a USB sync charger, a USB/Serial Y-Sync cable, and a leather flip case. Belkin says both product lines should be in stores in early June.

Palm releases m125 digitizer patch

Palm has released a patch for the Palm m125 handheld to improve digitizer performance. To apply this patch, you'll need a PC running Windows 95/98/NT 4.0/2000/Me/XP or Mac OS 8.6 to OS X and one available USB port. The 2KB patch is available at www.palm.com/support/downloads/m125update.html

Gadget Corner

Flipster: Pocket Multimedia Powerhouse

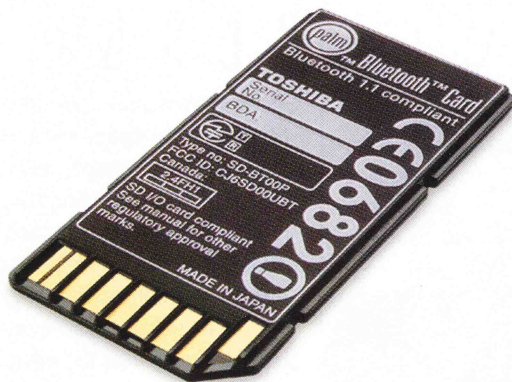
You've heard of MP3 players? Get ready for MP4 players--as in MPEG-4, a video standard that could do for TV and movies what MP3 did for music.

Witness the Pogo Products Flipster! (www.pogoproducts.com), a cell phone-sized device that plays MPEG-4 video on a 2.5-inch color screen. If you have a TV tuner card in your PC, you can record shows to your hard drive, then convert them to MPEG-4 and watch them on the Flipster! Is that "The Sopranos" in your pocket, or are you just happy to see us?

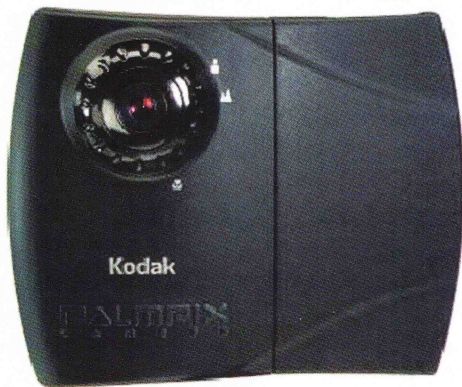
Video and MP3 in the palm of your hand.



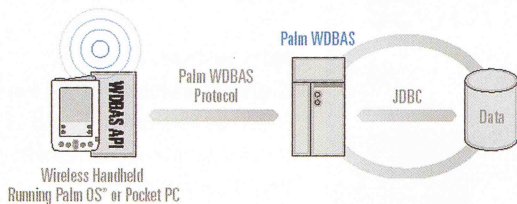
The Flipster! is available with either 64MB or 128MB internally (\$399 and \$449, respectively) and has an SD/MMC slot for adding extra storage. It also has an external speaker, a headphone jack, a built-in voice recorder, and an easily pocketed clamshell design. Oh, and it can play MP3/WMA audio, display digital photos, store names and addresses, and play Tetris. Folks, this is the coolest thing we've seen in a long time. Expect to hear a lot about MPEG-4 in the months to come, and to find products like this at the top of many a holiday wish-list. —Rick Broida



We liked Palm's Bluetooth card too; see our review elsewhere in this issue.



PalmPix for the m500, we hardly knew ye.



Palm's Wireless Database Access Server supports both Palm OS and Pocket PC devices.

Palm Lauded with Highest-Rated Bluetooth Experience

Palm has announced that its Palm m505, powered by the Palm Bluetooth SD card, took top honors in the "first published interoperability/user experience report" on Bluetooth from In-Stat/MDR. "The Palm handheld and Palm Bluetooth Card solution provides the most comprehensive set of Bluetooth features and applications in the handheld market to date," said Joyce Putscher, director of Converging Markets & Technologies Research Group at In-Stat/MDR. A number of different Bluetooth cards, access points, phones, and printers were tested while the only other PDA devices included were the Compaq iPAQ 3870 and the Handspring Visor with Red-M Bluetooth Module.

Kodak Discontinues Palm Cameras

Just a month after we reviewed the latest entry in the line, it seems Kodak has discontinued its line of PalmPix cameras for Palm handhelds. Kodak's PalmPix page now simply says, "KODAK PalmPix Cameras are discontinued products. You are now being forwarded to Service and Support. Please update your bookmarks."

Kodak first announced the PalmPix cameras in February of 2000, and over time manufactured cameras for use with the Palm III series, Palm V series (with an additional adapter), Palm m100 series, and Palm m500 series.

Could this abrupt discontinuation be a result of poor sales of the product, or is Kodak planning something else to take the place of the PalmPix line? It certainly would be interesting to see Kodak jump onto the Secure Digital bandwagon and produce an SD- based digital camera.

Palm Unveils Wireless Database Access Server

In early April, Palm introduced its "Smart Client" database access software for developers working on real-time applications to access corporate data sources. The Wireless Database Access Server, or WDBAS, allows developers familiar with Integrated Development Environments (IDEs) such as AppForge and Metrowerks' CodeWarrior to create smart client applications for wireless devices.

Interestingly, Palm says that the new system allows a single application to be deployed on both Palm and Pocket PC devices. Developer tools for Palm's WDBAS software are available now as part of Metrowerks Codewarrior Enterprise Edition, as well as from Appforge.com for use with Visual Basic.

For more information, visit:

<http://www.palm.com/enterprise/products/wdbas/index.html>

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by Greg Winton

How I Learned to Stop Worrying and Love the Palm

I have long battled the Forces of Chaos. My earliest weapons involved a loose collection of miscellaneous scraps of paper randomly distributed throughout my life. These weapons consistently failed me.

Eventually, I learned to consolidate each day's notes onto a its own page. The Forces of Chaos retreated, only to return. Over time I turned to a steno pad, which sprouted to do lists and primitive calendaring. Still the battle raged. Finally, I got a DayTimer organizer. Like a cannon, it blasted the Forces of Chaos, swept up the rubble and filed it neatly away. I was organized!

When I opened the organizer, the day's commitments laid clearly before me. Daily calendar pages made it easy to schedule appointments. The binder held three months of pages comfortably, far more advance planning than I could manage.

I stored family, friends, colleagues and assorted contacts in the organizer's address pages. I reviewed these pages yearly, updating and purging as necessary. Perusing the addresses, I would contact friends with whom I'd lost track.

I kept project diaries on the provided memo pages, each stored behind an identifying tabbed divider. I tracked what I did and what happened. The available reference information was an embarrassment of riches: unit conversions, world maps, time zone charts.

The binder came with a plastic pouch for pens and pencils, a page for pictures, a ruler that snapped in and doubled as a bookmark, even a special hole-punch for adding non-DayTimer pages. My world at my fingertips, and only a page to turn.

Then came twilight in the garden of organization. Chaos regrouped. Finding the binder, then opening it and finding the appropriate section of was frequently more trouble than it was worth. Especially on mass transit, a recurrent reality in my life at the time. My organization began to fray.

I always had my binder with me, of course. I just had to open it and read it for the system to work. Yet, there were days and sometimes weeks when the binder remained sullenly, silently closed. It could not remind me to look at it.

The binder overflowed, I was forced to reduce my event horizon to one month. The plastic ruler disappeared. So did the reference material. I switched to the largest size available, but it was hopeless; I had reached the limits of paper organization. I decided to downsize.

I got a PalmPilot Professional. It was small enough to take everywhere, readily available from shirt or pants pocket. There was a slot for the stylus. It ran for weeks on AAA batteries. A faux

leather cover protected the device from the elements and the occasional indiscretion.

The interface was simple. A green button turned the device on and off. Calendar, address book, to do list, and memo pad each had a hardware button, and I could assign different applications to each button. Up and down buttons enabled one-handed scrolling. Intelligent forms provided clear, intuitive navigation; information was easy to find.

Each day it reminded me what to do and when to do it. I scheduled events right into the next, admittedly close, millennium. With a few strokes of the stylus, I repeated events: daily, semi-weekly, weekly or monthly. I set alarms and varied the advance notice time.

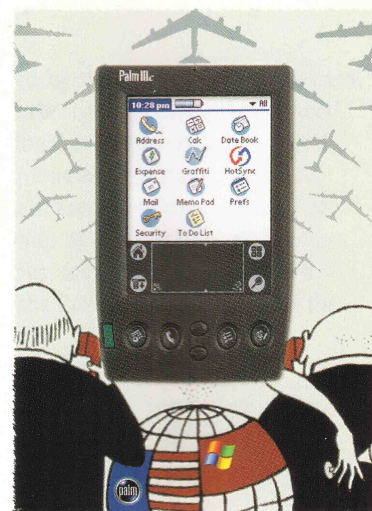
The address book easily accommodated all my contacts, and with more room and customizability than my paper organizer. With third party software I could manage my checkbook, my diet or my expenses. There was time-tracking software, and a growing catalog of games.

My Palm expanded my horizons. At its widest, my paper organizer covered a narrow window of my life. The Palm supports 30 years in either direction. More than that, I don't need.

My Palm expanded my perspective. I saw my life by day, week or month. I attached notes to appointments, addresses and tasks. As my graffiti has improved, I write ever-longer documents. The first 12 articles in this column, now sadly lost, were once composed in Memo Pad.

My Palm expanded my organization. I track my checking accounts, check e-mail, even surfed the web. There are reference works on a wide variety of subjects: dictionaries, maps, almanacs. If I had a TV, I could use my Palm to change channels! My world at my fingertips; and never a page to turn.

Palm has routed the Forces of Chaos. For now...



Greg Winton not only analyzes the Zen of Palm, he's also author of Palm OS Network Programming. Visit his lair at www.gregprogrammingworks.com.

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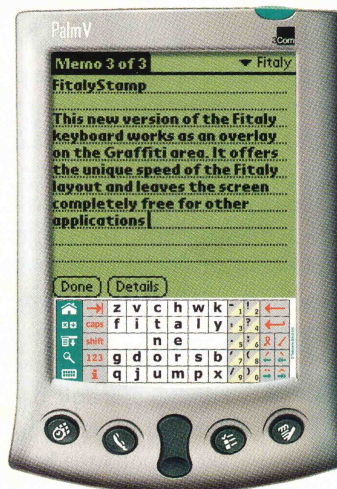
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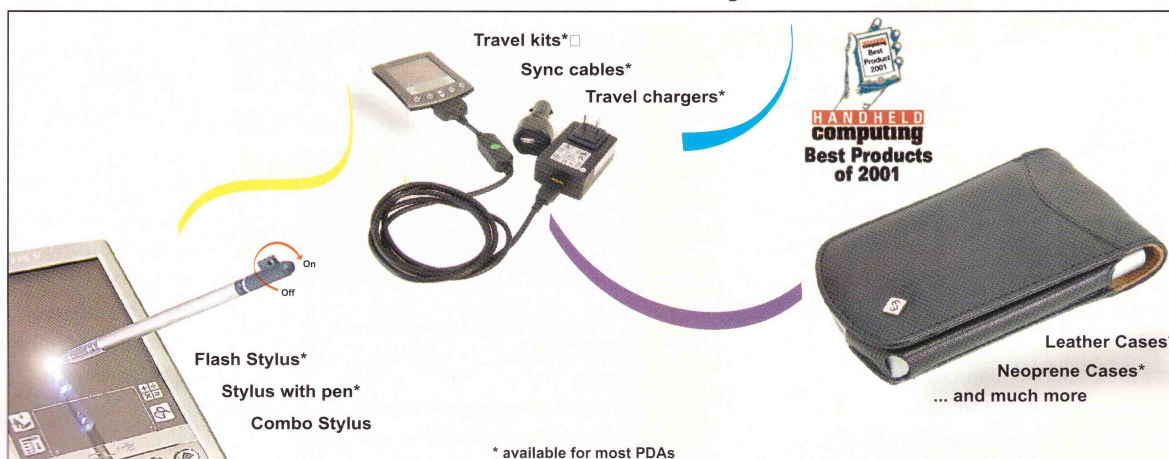


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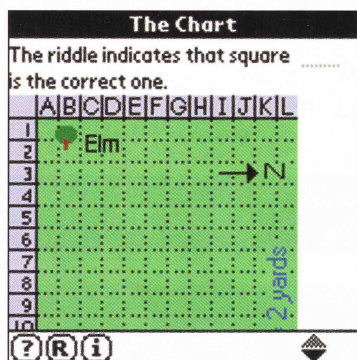
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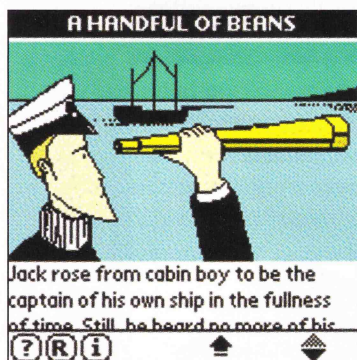
by Benjamin E. Sones

E-books Get Interactive

Given the popularity of ebooks, it was only a matter of time before someone decided to add a new twist to the proven concept. That someone is a company called Interactive E Books Ltd. (www.inebooks.com) The "interactive" part is the twist. Each interactive ebook ("inebook" for short) doles out short passages of story, and then allows you to make decisions about how the story progresses at each dramatic juncture. The format is quite similar to the Choose Your Own Adventure line of books made popular in the early 80s. Do you fight the goblins or drug their beer? Do you head down the left passageway or the right?



Sherlock Holmes: Three Cases offers an interesting premise, but is ultimately the least satisfying of the bunch.



A Handful of Beans is a wry retelling of a fairy tale classic.

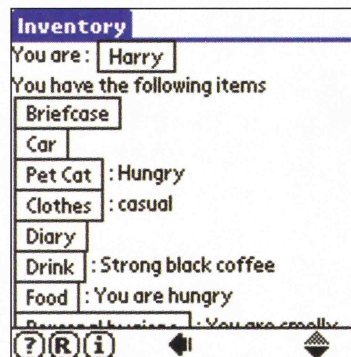
tale, a retelling of Jack and the Beanstalk that allows you to deviate from the traditional story to arrive at a variety of alternate endings. It is a little on the short side, but the wry, tongue-in-cheek humor will keep you coming back for more.

A Day in the Life (\$9.99) is even wittier, allowing you to live out a day (two days, actually) in the life of a harried software

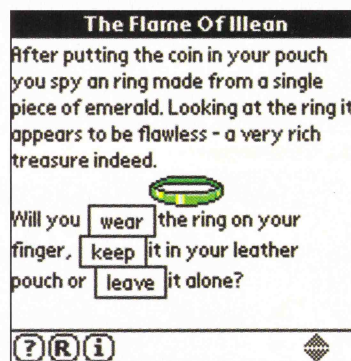
Does Jack sell his cow for a handful of magic beans, or demand payment in silver like a good little boy?

Sherlock Holmes: Three Cases (\$9.99) offers the most promising premise of the lot, but also the least satisfying execution. To "win" you must solve three of the famous investigator's past cases, keeping an eye out for important clues and using what you learn to solve each crime. Choices are sparse, however. Mostly you read page after page of minimally interactive background material, and then solve one or two puzzles to finish the case. The puzzles are quite difficult, and it is not easy to revisit information that you have already seen. Still, the inebook format is ideal for mystery stories, and it would be nice to see the company revisit this idea in the future.

A Handful of Beans (\$4.99) is a more satisfying



A Day in the Life: good thing it's not your life.



The Flame of Illean is part Choose Your Own Adventure, part role-playing game.



All of the inebooks (like **Goblin Bane**, pictured) create a series of bookmarks as you progress, so you can go back and try alternate choices.

engineer. There are many choices to make—mostly of the "rock and a hard place" variety. At the end, the game gives you a personality profile based on your choices, so there is plenty of incentive to go back and try again.

The Flame of Illean (\$9.99) is the first in a promised series of inebooks set in the realm of Mystaris, and plays out a bit like a hack-and-slash role-playing game (complete with a disposable plot). You have character attributes and an inventory, and the game features combat with variable results based on your abilities and equipment.

Heroes of Redmarch: Goblin Bane (\$4.99) tells the story of Thomas Havelock, a boy who witnesses the murder of his village by a band of goblins and vows revenge. It lacks the stats and role-playing elements of **The Flame of Illean**, and it does not offer quite as many choices as **A Day in the Life**, but a strong concept and good writing make it the most entertaining inebook of the bunch (as well as one of the cheapest).

It would be nice if these titles were a tad less expensive, but they make for an entertaining diversion. Hopefully they're a sign of even better things to come.

4 Great Magazines Helping You Discover New Ways to Get the Most from Your Palm Powered™ Device



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by Jason Cross

The Palm Powered Kitchen

One of the handiest places to have a little bitty computer is definitely the kitchen. You can convert weights and measures, look up recipes, take notes, time how long something's been in the oven—you name it. But with all the splattering, grease, and caustic juices, the kitchen is a dangerous place to use expensive electronic equipment. The solution is delightfully simple: to keep your pricey handheld from looking like an even pricier Jackson Pollock original, just slip it in a clear zip-top bag. The stylus should work fine through even the heavy-duty freezer varieties, and the buttons are still easily accessible. Try that with a laptop computer!

Now that you have your handheld safely protected from spills and splatters, you'll want a few basic apps to make your life in the kitchen easier. We'll start with the obvious: a digital cookbook. These are better than traditional cookbooks because you can easily scale servings, create shopping lists, and search by ingredients (aka "what can I make with this leftover hamburger?"). One of the better cookbooks is Pocket Cook, an easy-to-use program that supports files created by a couple of popular PC cookbooks (Mealmaster and MasterCook). It comes with thousands of modifiable recipes, makes shopping lists, and has color support. The full version costs \$20, and the cut-down SE version is \$15.

Many cookbook programs will make a shopping list for you, but they're rather limited in this regard. A good stand-alone program is what you need, and HandyShopper is the best. It's free, it's small, and it does everything you want a grocery-shopping program to do. It offers multiple methods for sorting your list—even by aisle—and supports multiple prices for different stores. The already impressive interface improves with each regular update.

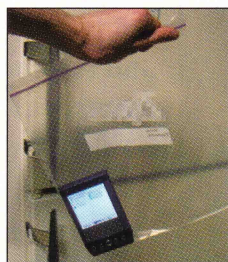
Time is an important ingredient in any recipe, so you'll need an egg timer. You

probably have one in your kitchen now, but why do anything with a cheap \$5 analog timer when you have a far more expensive digital

one? Jens Rupp's BigClock has a timer function that will definitely get the job done. It has really big numbers, so you can tell at a glance how much longer your soufflé has to cook.

The last thing you'll need to make your Palm device into a full-fledged kitchen utensil is a way to deal with weights and measures, temperatures, and all the other bothersome science-ish stuff in cooking. Dave Bennett's cheap little \$5 app called Kitchen Witch will convert to and from metric measurements, list smoke points for various cooking oils, help you convert oven temperatures for high altitude cooking, and more. It's the kind of simple but important info you'll likely to need when modifying somebody else's recipe.

With the right applications, a handheld can become the most useful multipurpose kitchen implement since the microwave oven. Just make sure you bag it first, and in case you have too much fun with food, maybe install a good diet & fitness program as well.



Cheap and easy handheld protection—a must for the kitchen.

Groceries			All
All Stores			Q
<input type="checkbox"/> Baby shampoo	1	1.99	
<input type="checkbox"/> Bagels - Onion	1	1.69	
<input type="checkbox"/> Coca Cola	1	4.99	
<input type="checkbox"/> French Bread	2	1.79	
<input type="checkbox"/> Hot Cocoa Mix	1	4.29	
<input type="checkbox"/> Milk - 2%	2	3.29	
<input type="checkbox"/> Peanut Butter	1	1.50	
<input type="checkbox"/> Popcorn - Buttery	2	2.49	
<input type="checkbox"/> Soup - Campbell's Chunky	4	0.99	

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Convert from metric	
Oven info & temps	
Microwave oven info	
High altitude - Water	
High altitude - Baking	
Cooking oil smoke points	
Baking pan sizes	
Measurements	

For all those miscellaneous tools like temperature guides and metric conversions, there's Kitchen Witch.

Peach Cobbler	
1	tb Lemon Juice
1/2	ts Cinnamon, Ground
3	lb Peaches, Sliced
3/4	c Flour
1/2	c Sugar
2	ts Baking Powder
1/4	ts Salt
3/4	c Cream, Whipping
1/4	c Butter, Melted
	CARAMEL SAUCE
1	c Brown Sugar, Packed

Pocket Cook is a very sound all-in-one cookbook with good PC integration.

BigClock V2.8		1 2	4:54 pm
Timer 1	alarm		
00:15:29			
Start	Reset	1	2
	Clear	3	4
Time	Alarm	World	Timer

BigClock's timer mode is perfect for cooking.

CONTACTS:

Pocket Cook
Electronic Frontier Ltd.
www.pocket-cook.com

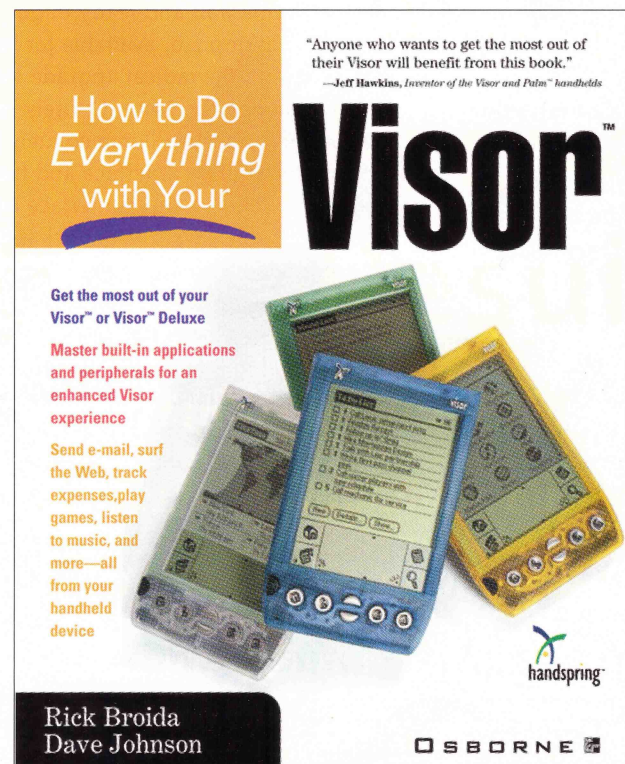
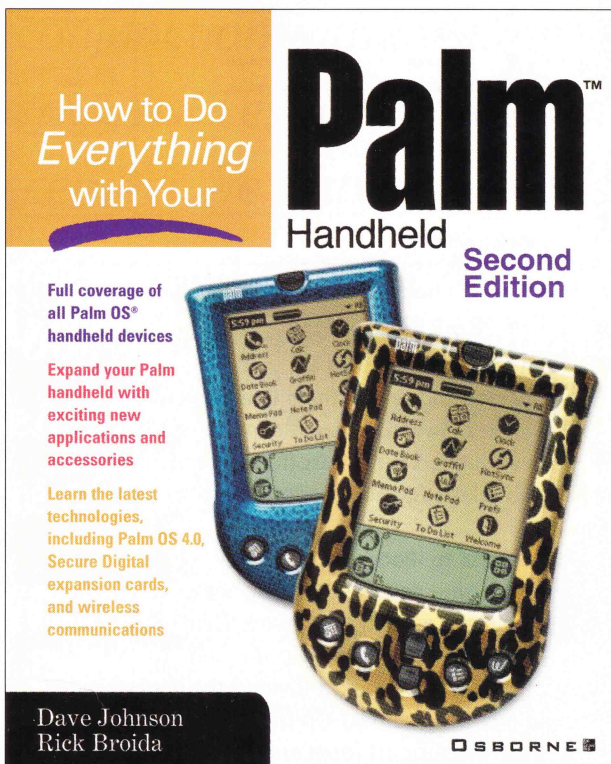
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Christopher Antos
www.freewarepalm.com/database/handyshopper-english.shtml

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The *How* 2

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by Bob Eller

HotSync, NotSync, and a Smart iPod

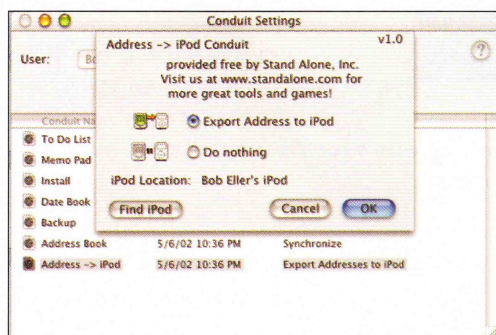
A few months ago we looked at the pre-release version of Palm Desktop 4.0 for Mac and concluded that, unless you loved to be on the "bleeding edge" of technology, it was best to wait for Palm to complete its testing before upgrading. Now that we've had a chance to work with the final version, we can pronounce the software worth the wait and ready to go.

Palm Desktop 4.0, available for both OS 9 and OS X, isn't the radical upgrade that many Mac users had hoped for. Since it closely resembles previous versions, you'll immediately feel comfortable with the interface and the software's operation. While the Aqua interface looks nice in OS X, and the new OS X Palm dock is handy for showing today's events on the fly, Palm seems to have made the biggest improvements where it counts: under the hood.

Performing a HotSync operation in previous versions of the Palm Desktop for Mac was often a hit-or-miss affair. Since upgrading to 4.0, I've been able to consistently HotSync. As a bonus, the operation seems much faster than the previous versions.

Software tools that require Palm Desktop 4.0, OS X, or a combination of the two, are beginning to appear. Let's look at a couple of good reasons why you might want to upgrade.

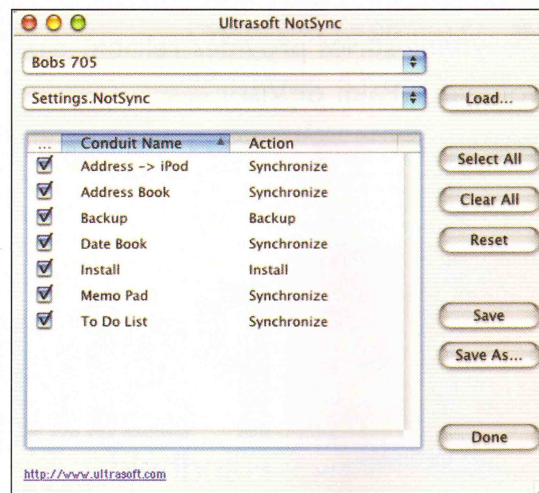
Have a question?
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us a line at
mac@hhcmag.com!



Stand Alone's Address to iPod conduit automatically HotSyncs your Palm contacts with your iPod.

Since NotSync is carbonized, you can use the software under either OS 9 or OS X.

Managing conduits with NotSync is a breeze. Open the software, select the conduits you want available during the HotSync, and press the button



Ultrasoft's NotSync makes managing your Palm Desktop 4.0 conduits easy.

on the cradle. Best of all, you can save your settings and reload them later. This allows you to switch between different conduit settings as you need them. Visit Ultrasoft at www.ultrasoft.com and take NotSync for a test drive.

Address to iPod

Although it can't use Graffiti, the iPod is beginning to transform itself into an excellent companion to your Palm OS handheld. Apple, in its 1.1 release of the iPod software, provided the hooks needed to move the contact list from any software that provides support for vCards. This feature is available in Palm Desktop 4.0 for Mac.

Address to iPod is a free conduit for Palm Desktop 4.0 and MacOS X from Stand Alone, Inc. that automatically HotSyncs your Palm Desktop contact list to your iPod. Just place your handheld in the cradle, connect the iPod via Firewire, and HotSync. Your address list is automatically converted to a vCard file and sent to the Contact folder on the iPod. Once transferred, you can view your contacts from the iPod's main menu. If you have a Palm OS handheld and an iPod, this is a must have utility. Grab a copy of Address to iPod at www.standalone.com.

Do you have a favorite Mac/Palm OS utility you can't live without? Drop us a line at mac@hhcmag.com and we may share it in a future issue.

Ultrasoft NotSync

Have you ever looked at your list of available conduits and realized that many of them weren't really necessary except when performing special operations, like moving your PalmPix pictures to your desktop computer?

Ultrasoft has released NotSync, a \$9.95 application designed to manage your

Does Marketing Work?



"We started advertising with Handheld Computing magazine and Handheld Computing Buyer's Guide in conjunction with their fan event, SYNCFest, in October. In December, we started advertising online and in January with the CLIE in-box magazine. Since then we've seen a 50% + increase in the rate of sales of our products."

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A Trio of Treos

Handspring's original Treo gets two hot new color siblings

The phone applications in the Treo 270 have been updated to support its color display.



by Denny Atkin

When Handspring's first Treo model shipped, we were quite impressed with its tiny size and the excellent integration of PDA, telephone, and email/web/messaging functionality. Our biggest disappointments were the lack of color—after our experience with the Visor Prism, we weren't ready to return to a black-and-white world—and with the lack of an expansion slot. Now Handspring has delivered its promised color-screen Treo 270, as well as a surprise companion, the Treo 90. This tiny organizer boasts a color screen and an expansion slot, but it's most surprising feature is what it lacks: a phone. It seems the Treo line will include organizers as well as communicators.

Treo 270 Communicator

With the power off, you could mistake the Treo 270 Communicator for the original Treo 180 model. It's the same size, and at 5.4 oz. it's a mere 0.2 oz. heavier. Turn the device on, though, and you'll be treated to

a vibrant, color screen. This display uses CSTN (color super-twist nematic, for the techies in the crowd) technology, similar to that found on the new Palm m130.

Unlike the earlier Visor Prism's display, which washed out in direct sunlight, the Treo 270's CSTN screen offers good visibility indoors and out. The Treo's screen displays only 12-bit color (4,096 colors), compared to 16-bit color on most color Palm OS devices. This won't be noticeable in most applications—especially given the Treo's relatively small screen—but digital photographs will likely look slightly grainier.

Like the original Treo, the 270 includes a small keyboard suitable for "thumb typing." A welcome improvement here is a backlight for the keyboard, a feature sure to be welcome when you're dialing a number or firing off a short message in dark environs.

Phone and data features are identical to the Treo 180. The Treo works on GSM 900/1900 MHz frequencies. Coverage in the USA is somewhat spotty—it's excellent



The Treo 90 is the first Handspring product to feature an SD/MMC expansion slot.

Handspring's original monochrome Treo 180 is the only version available in both keyboard and Graffiti models.



in large cities, but many rural areas and less-populous states have little GSM support. The Treo has no analog cellular support, so the phone isn't functional in areas without GSM coverage. On the bright side, frequent travelers to Europe will be pleased to know that the Treo is a "world phone" and will allow you to roam while overseas. (If your home area isn't served by a GSM cellular provider, Handspring has announced that it has teamed with Sprint to release a CDMA Treo later this year.)

The Treo 270's wireless data currently comes in at less than 19.2K bps, but is upgradeable to support speedier, instant-access GPRS service once that becomes available. The communicator includes an SMS (Short Messaging System) chat application, the One-Touch Email application, and Handspring's Blazer web browser. (It will also work with Handspring's Treo Mail service.) The new version of Blazer included with the Treo 270, release 2.1, has been upgraded to improve one-handed usability. Moving the rocker switch on the

Treo's side now moves from link to link on a page, and pressing the switch select the link. You can also scroll through sites using the up and down arrows.

One significant change in the Treo 270 is the addition of a larger battery. Despite its use of a color screen, the Treo 270 boosts standby time to 150 hours, compared to 100 hours on the 180 model. Actual talk time is now 3 hours, up from 2.5 hours on the original Treo. Unfortunately, the battery still isn't removable, so you can't swap in a fresh battery when you're on the road.

On the PDA side of things, the Treo 270 boasts Palm OS 3.5H and 16MB of memory. Because early sales returns on the Treo 180 showed the keyboard model was much more popular than the Graffiti version, Handspring current has no plans to build a Graffiti-based Treo 270.

Although the Treo 270 was originally announced at \$599, Handspring hopes that the cellular providers will offer the phone at a somewhat lower price.



Blazer 2.1 lets you use the rocker switch to move from link to link on a web site.



The Treo's Blazer browser does an impressive job of rendering web sites, despite the small 160x160 pixel screen.

Treo 90 Organizer

Contrary to popular rumor, Handspring hasn't abandoned the organizer market to concentrate exclusively on smartphones. The \$299 Treo 90 may look a lot like its Treo 180 and 270 cousins, but it's purely an organizer. If you want it to talk to other computers, you'll have to connect it to a cellular phone via a cable or infrared, just like the Palm Pilots we had way back in the pre-smartphone days.

The Treo 90 has a lot in common with the Treo 270. It boasts a tiny built-in keyboard, the same CSTN color screen, and a rechargeable battery. The most significant difference is the lack of phone capability. In its place, you'll find an expansion slot that accepts Multimedia Cards (MMC) or Secure Digital (SD) expansion cards.

Yep, you read that right. Handspring has released an organizer without a Springboard slot. As we eye the MP3 player, digital camera, back massager, and home-made Altoid-holder Springboards lying around the Handheld Computing editorial offices, we're a bit sad to see this expansion

standard in its waning days. Realistically, though, this change makes sense. Had Handspring tried to wedge a Springboard slot into the Treo 90, there's no way they could have maintained its tiny 4.2x2.8x0.7 inch form factor. The SD/MMC format makes sense here because the cards are so small. Interestingly, it also helps define SD/MMC as the "standard" Palm expansion format, with Sony the only manufacturer of expandable Palm OS devices using a different card (its proprietary Memory Stick design).

The Treo 90 is powered by a 33MHz Dragonball VZ processor, backed by 16MB of RAM. To support the expansion slot, the device runs Palm OS 4.1H, making it the first non-OS 3.x handheld from Handspring. The Treo 90's software has been enhanced to better support keyboard operation. For instance, you can now use the up and down scroll buttons to scroll through To Do items, and tap the space bar to check them off. The operating system is in non-updatable masked ROM, but we don't expect to see another significant OS update for non-ARM Palm OS devices anyway, so that's not a major concern.

The physical design differs slightly from other Treos. Obviously the antenna is missing, and since there's no need for the microphone/speaker, the cover is removable and a bit thinner.

Although it lacks a built-in phone and modem, the Treo 90 still includes the Blazer web browser, as well as email and SMS applications. In addition, a setup utility is included to simplify configuring the device to work with external cell phones.

Saving Sore Thumbs

Also on the Treo 90's software CD is a registered copy of Blue Nomad's WordSmith, a nice bonus that will let you view and edit Microsoft Word files on your handheld. Many pages of this magazine have been composed using WordSmith—but on a Stowaway keyboard, using all 10 fingers. We have to wonder if Handspring isn't just a little too proud of the success of its appropriation of the thumb-keyboard idea from the BlackBerry. Obviously the Treo 90 exists in large part because of the belief that many users would rather have an organizer with a built-in keyboard than deal with learning Graffiti. (I'm not saying they're wrong. While Graffiti's easy to learn, I'll take a keyboard over a pen any day.) But you'll get sore thumbs if you try to write your company's annual report, or anything longer than a short email, using the built-in keyboard. Handspring really should take a cue from Palm and Kyocera and license Think Outside's Stowaway keyboard for the various Treo models. A Treo 270 with a full-sized keyboard would be an extremely attractive device. And of course, we'd like to see the Treo 90 organizer's SD/MMC slot brought to the Treo Communicator line as well.

Despite our wishlists, we're impressed with all three Treo models. We were surprised to see the Treo line morph into an "old-style" organizer, but the Treo 90 is an impressive device for the price. And for those looking for an all-in-one phone/PDA, the Treo communicators offer an unmatched combination of compact size and Palm OS power.

The Treo 270's color screen is viewable even in direct sunlight.



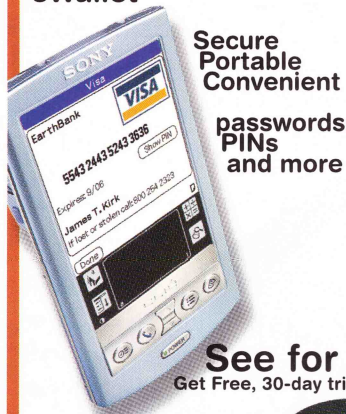
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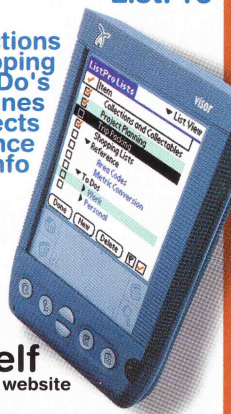
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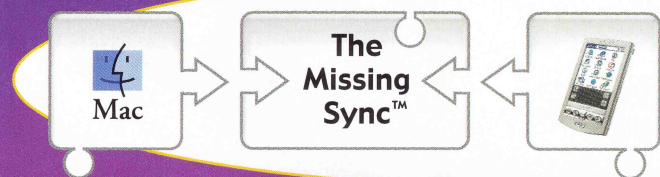


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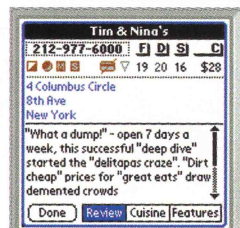
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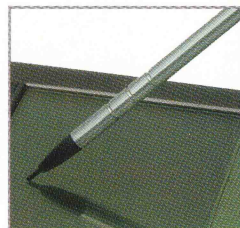
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Unlock Your Handheld's Power

by Denny Atkin

These handy utilities can make your handheld more efficient and even easier to use.

Perhaps the most prized feature of the Palm OS is its ease of use. You can install most applications by double-clicking on them on your computer. Launching a program is as easy as finding it on the screen and giving it a tap. Delete an application and its data files usually get zapped right along with it. Compared to some other handheld platforms, where you may have to look in three different places to find an application, and where obscure desktop concepts like “the Registry” can rear their ugly heads, the Palm OS is wonderful.

But once you get the hang of using your handheld, that simplicity which makes the Palm OS so attractive can start to be a nuisance at times. Trying to find a specific program can be time-consuming when you’ve packed your handheld with a couple of dozen programs. Moving a program to a memory card on a Palm can be a pain—first you have to copy the file to the card, then manually delete it from main memory. There are other areas where the Palm OS could use a little performance enhancement as well: installing multi-part files, keeping the time in sync, find/replace, and font customization.

Over the next few pages we’ll highlight some of the most useful and most popular utilities for the Palm OS. Virtually all of them allow you to “try before buying,” so you can see which utilities fit your own usage style. Our biggest problem in writing this feature was figuring out which utilities we could live without—we had an 8MB handheld so loaded with utilities that we could barely fit any actual applications on it.

In fact, there are so many excellent utilities for the Palm OS that we can’t cover them all in this issue. In this first installment, we’ll cover hacks and program launchers. In upcoming issues, watch for coverage of HotSync utilities, backup programs, Graffiti replacements, printing programs, and other utilities.

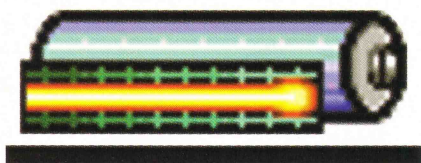
Hack Managers

Perhaps the most popular class of utilities among handheld power users are hacks. These small utilities get their name from **HackMaster**, a utility released by DaggerWare way back in the primordial Palm days of 1996. HackMaster gets its name because it “hacks” new functionality, or extensions, into the Palm OS. Hacks are popular because they can add new capabilities to the operating system; features that appeared in later versions of the Palm OS, such as tap-down menus, were first added by enterprising hack authors.

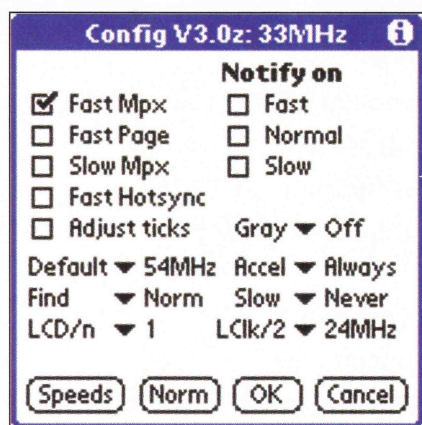
There are a couple of caveats with Hacks. First, because they often get “down and dirty” with the Palm OS, even replacing some built-in code, they can sometimes conflict with each other. When running lots of hacks, you may have to rearrange the hacks’ loading

Use Caution

Before installing any utility, though, we’d strongly suggest you HotSync your handheld to back up its contents. Occasionally, some utilities can interfere with other programs on your handheld and cause odd crashes—this is mostly a problem when running multiple HackMaster hacks, but there’s a small risk with many third-party programs. If you do have to hard-reset your handheld, you can simply go to the Backup directory on your desktop computer, delete the offending program, and then HotSync your handheld to restore its data. Don’t let this note of caution dissuade you, though. In all our testing for this feature, we encountered only a single lockup, which was easily cured by a soft reset.



X-Master is a full-featured hack manager that doesn't cost a penny.



Afterburner overlocks your handheld's processor.



FindHack lets you use wildcards in searches.

order to achieve a stable system. This generally isn't a problem when you're careful not to enable multiple hacks that offer similar functionality.

The other warning about hacks is that they'll be obsolescent on future versions of the Palm OS. Hacks will not be compatible with Palm OS 5.0 or later, due to the changes necessary to move to the new ARM processors. That doesn't mean you shouldn't use them on your current handheld—after all, they'll never stop working on your current device. But if you get addicted to a particularly useful hack, be aware that you'll have to give it up when you upgrade to a next-generation handheld.

The first thing you'll need to use hacks is a hack manager, which acts as a control panel for enabling/disabling individual hacks. It also does the "dirty work" of wedging your hacks into the operating system. Daggerware's HackMaster (\$5) did a yeoman's job of handling hacks for years, but it was last updated in 1997. It has some graphics glitches on devices running Palm OS 3.5 or later, and it doesn't offer tools for managing large groups of hacks.

TealMaster (\$9.95) is the hack manager of choice for the true techie user. The program allows you to set up a number of hack "profiles," groups of hacks that will be activated when you launch particular applications. You might enable text-editing hacks only when

using Memo Pad and Quickwrite, for instance, and enable a screen grabber and speedup tool when you're playing a game. Some hacks that affect the same functionality (such as text editing) are only compatible with each other when run in a certain order. TealMaster lets you set priorities for each hack once you determine an order that works, ensuring they'll run in that order next time their profile is activated. TealMaster can even list and analyze which operating system routines have been patched by your hack.

For the average handheld user, there's a hack manager that does an excellent job and doesn't cost a cent. **X-Master** (free) from LinkeSoft has many of the functions of TealMaster, including an improved interface, better stability than HackMaster, and the ability for advanced users to list which system functions are being patched. You can create up to 30 different groupings of hacks, but you can't set X-Master to automatically switch between the groups as you jump between applications, as you can with TealMaster.

Finally, there's another class of applications similar to hacks, called DAs (Desk Accessories.) These only run when triggered, so they don't have as much potential to cause system instability. Yamada Tatushi, AKA "Hacker Dude-San," created the standard and his **DA Launcher** (free) does a fine job of managing installed DAs.

Hacks and Desk Accessories

One of the most popular hacks is Daniel Wee's **Afterburner** (\$9). This application adjusts your processor's clock rate, speeding it up to increase performance or slowing it down to maximize battery life. The most recent version is far more stable than previous releases—it even works while beaming or when using external keyboards. Because you're running your handheld's processor at a speed it's not designed for, Afterburner is one of the few programs that can actually cause physical damage to your PDA if you push things too far. While you can try to clock your 33MHz handheld at speeds up to 54MHz, we don't recommend it. (Chances are your handheld will crash if you set the speed too high.) Still, setting Afterburner to give a more reasonable speedup will give you a noticeable performance boost in speed-sensitive applications such as games or large databases.

FindHack (\$10), by Florent Pillet, will end your frustration with the limited Find feature built into the Palm OS. FindHack lets you use wildcards. For example,

searching for cart* would find cart, Carter, Cartman, and Carthage, and searching for ?at would find bat, cat, rat, and so on. It also supports case-sensitive searching, and lets you locate strings that may be in the middle of a word. You can search all applications, or limit the search to the current program or the built-in organizer apps. FindHack will remember the last six searches you've made, and it can store four frequently used searches for later use.

TealGlance (\$11.95) is a bit pricey for what it does, but you may find the prioritization it allows worth the price. TealGlance gives you a single screen with your most important info: today's pending appointments and to dos, as well as the current date and time and remaining battery life. You can set it to activate on power-up or via a Graffiti stroke, but we find its timed-activation feature most useful. Set it to pop up at 2 pm and it does a great job of allowing you to re-prioritize the rest of the day so you can wrap up your most important tasks.

Despite the name, Stephen Millman's **LookDA** (free) is actually a hack, not a desk accessory. This useful little program adds a "word completion" feature to Graffiti. After you write in two or three letters, LookDA will pop up a list of possible words—just tap the one you want and it will be filled in. You can add your own words to the dictionary; after a few weeks of use, you'll almost never need to scribble more than a few letters before your word pops up.

Some hacks are just fun. **TechSounds** (\$8) lets you map sounds to all your handheld's functions. Set your Kyocera SmartPhone to chirp like Captain Kirk's communicator when you flip it open, or have it chirp like R2D2 when you HotSync. You can also customize startup and shutdown screens. Our favorite startup screen is the HAL 9000 "red eye" from 2001: A Space Odyssey.

Then there are the simple but essential hacks.

GreenLightHack (free) from Douglas Anderson reverses the backlight on newer monochrome Palm devices so they work like the original Palms and the Handera 330, lighting the background instead of the text. Rui Oliveira's **MiddleCaps** (free) makes text entry quicker by dividing the Graffiti area into the three zones: one for lower-case, one for upper, and one for numbers.

ScreenShot (\$12) grabs graphics images of your handheld applications and saves them as BMP or GIF files on your PC. It's great for grabbing proof of those amazing high scores in Palm OS games. (And for grabbing screen

images for this magazine!)

Finally, there's Mike McCollister's **McPhling** (\$12), a versatile little utility that lets you easily switch between applications with a couple of quick strokes of the stylus. It also supports jog dials and hard-button combos, perfect for devices like the Treo that don't have a Graffiti area.

If you're the type of planner who works best from an outline, you'll appreciate Stephan Millman's **Tree** (free). This Desk Accessory adds simple outlining capabilities to almost any program that can accept text. You can collapse or expand an outline, set different numbering styles, and easily change the outline level of an entry. Outlines are limited to about 2,000 characters.

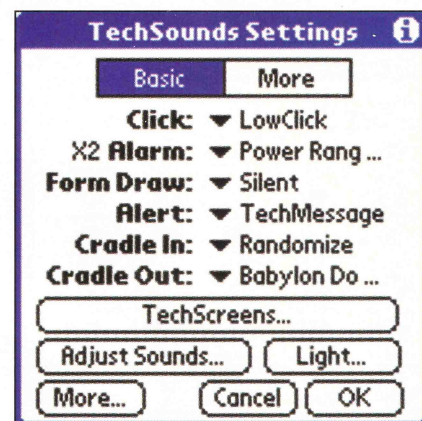
There are dozens of hacks available on sites like PalmGear.com; just browse the HackMaster category. Be selective, though. Sure, the idea of packing your handheld with 23 hacks that will improve virtually every aspect of its functionality probably seems appealing. But you don't want to lose the Palm OS's best feature: its stability.

Program Launchers

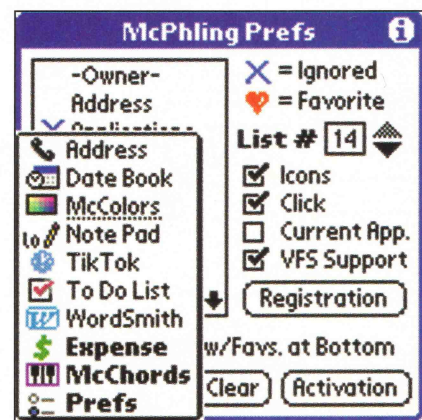
The standard Palm OS program launcher couldn't be easier to use—at first. But once you start filling your handheld with programs, and especially when you start adding memory cards, it can become cumbersome. Categorizing icons can help, but then you have to keep heading back to the category menu in the upper right corner of the screen as you swap between programs. And moving a program to external memory is a total pain—first you have to copy it to the RAM



TealGlance puts the day's priorities all in one spot.



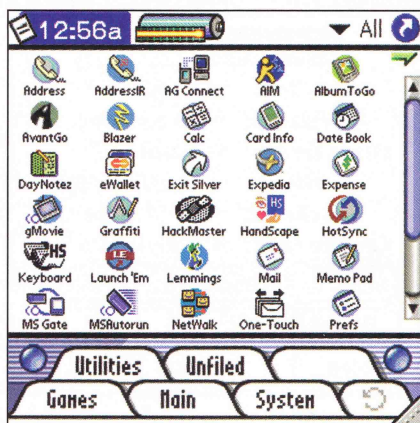
If you wish your handheld sounded a little more like a Tricorder, the TechSounds hack is for you.



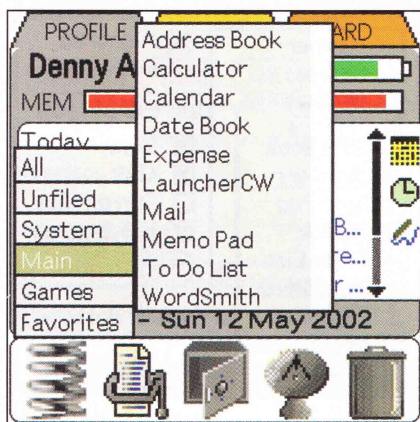
The McPhling hack lets you jump instantly between programs.



MegaLauncher 2000's hi-res support is helpful when you have numerous programs in a category.



SilverScreen's custom themes offer a number of different looks for the program.



ProFile Utilities uses a Windows Start Menu-type method for launching programs.

card, then delete the original file. The good news is that there's a wide variety of replacement launchers, all of which make finding and launching programs a faster and easier process.

MegaLauncher 2000 (\$20), from MegaSoft2000, won the "Best Launcher" award in our Best Products of 2001 ceremony at this year's PalmSource expo, and the product remains a standout in 2002. A row of buttons across the top of the screen make swapping between program categories a one-tap process. Context-sensitive icons along the bottom give quick access to functions such as beaming, compressing files, and the program's trash-can delete-protection function. Although these options take up a fair amount of screen real-estate, the program supports hi-res display on the Sony Clié. On devices with 160x160 screens, you can switch to a text listing to view more apps. With excellent support for VFS memory cards and even a built-in world clock, this is a bargain.

Launch 'Em (\$14.95) from Synergy Solutions was our Best Launcher winner for 2000, but fell off the map due to its lack of support for VFS memory cards. As this issue was going to press, Synergy released Launch 'Em 3.5, which adds support for launching pro-

grams from memory cards, as well as Sony Clié jog dial support. Otherwise, the update looks to be a fairly minor one. Given Launch 'Em's customizable tabbed views, display of PQA files and documents on the desk-top, and its handy row of quick-launch icons along the

bottom, not many improvements were needed. It's not as flashy as some of the newer designs, but it's sleek and easy to use.

Benc Software Production's **Launcher III** (\$9.95) has a feature set and look that's similar to Launch 'Em. Originally freeware, the program is now shareware, but it offers plenty of value for its low price with its speedy tabbed icon views, VFS capabilities, and support for the Stowaway keyboard. While it's starting to look a little dated, an impressive-looking sequel is in the works called **LauncherX**. Unfortunately, this wasn't available for evaluation as this issue went to press, but if it matches the speed and stability of Launcher III and adds all the features outlined on the LauncherX web site, it could soon be a contender for top launcher.

You'll want a fast handheld for **SilverScreen** (\$19.95) from PocketSensei, as it's sluggish on 20MHz and slower PDAs. If you have a 33MHz or faster CPU, you'll definitely want to take this launcher for a test drive. When first installed, SilverScreen is already the best-looking launcher available for the Palm OS. If that's still not good enough for you, there are a couple dozen custom themes available on the SilverScreen web site. But SilverScreen's not just a pretty face. It has a full suite of features including tabbed program organization, time and battery display, quick-access icons for beaming and other functions, and full support of VFS memory cards. The latest release adds high-resolution fonts and themes for use on Sony Clié handhelds.

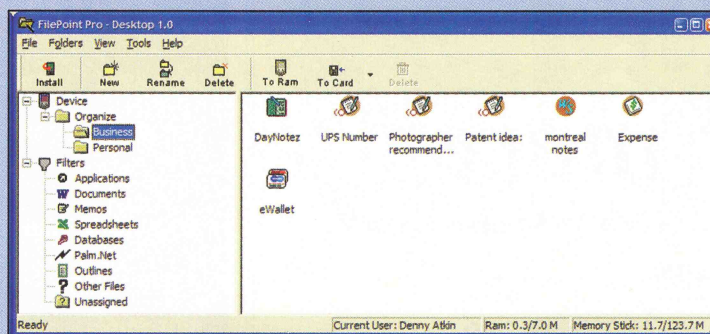
A new entry, Proporta's **ProFile Utilities** (£15, which is about \$24), combines the functions of a program launcher and a file manager, with a few other functions thrown in for good measure. Launch the program and it gives you a glance at pending appointments and to dos, and a summary of available memory. You can launch programs by tapping a spring icon to pull up a menu of installed applications, similar to the Windows Start menu. The program is also a full-featured file manager, allowing you to move/copy/rename/delete files in both main memory and on memory cards. You can use Zip compression to shrink little-used files, saving space, and the program can encrypt sensitive data. There's even a sketch function for quickly jotting down phone numbers or very short notes. We'd like to see ProFile add a traditional icon-based program launcher as well, but it has an impressive feature set for a 1.0 release. Unfortunately, the initial release was a bit unstable on our Clié, although it worked well on an m505.

FilePoint Pro: Not Just a Launcher

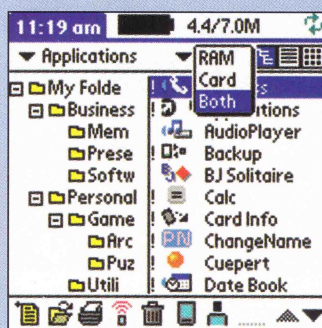
Calling FilePoint Pro (\$49.99) a launcher would be doing the program a disservice. It's more of an "organizer for your organizer." We reviewed the Palm OS component of FilePoint Pro in issue 5.1. It's an innovative launcher that lets you access not just your programs, but also your data files, such as WordSmith documents or Quicksheet spreadsheets. You can create folders to organize both applications and data files, putting both program and document icons for a particular project together in the same folder. It's an innovative approach that can really speed finding pertinent info. FilePoint also covers the standard program launcher functions, such as beaming, deleting, and renaming files.

The "Pro" in this version comes from a Windows desktop component, which lets you use a Windows Explorer-like interface on a Windows PC to organize and transfer files. It helps immensely in the initial setup, as you can create and populate folders by simply dragging programs and documents around the screen with your mouse.

Once things are configured, you can use the desktop interface for file maintenance, and for moving files to your handheld. Drag a program file to the FilePoint window to HotSync it. Even better, you can also install a variety of document files directly by dragging them to the FilePoint Pro window. For instance, dragging a Word icon to



FilePoint Pro's Windows application simplifies moving desktop documents to your handheld.



FilePoint Pro groups related documents and programs into folders.

the FilePoint Pro window will bring up the WordSmith, Quickwrite, or Documents to Go installer, depending on which Word editor you have installed on your handheld. Similar capabilities are included for spreadsheets, databases, and other file formats.

This functionality will be particularly appealing in a business environment, where users can be easily trained to install the documents they need on the road using familiar drag-and-drop functions. Handheld power users may find the program frustrating if they're using expansion cards, however. While FilePoint lets you access, install, and launch files on expansion cards, it treats all files the same no matter which directory they're in. This means you can't use the file manager functionality to move files between directories. Even worse, if you have a backup directory on your expansion card, files in that directory will show up as duplicates—and you can't tell which ones are in the backup directory. On a Clie with two backups created using Sony's MSBackup application, we had three icons shown for every application. We hope to see Bachmann add support for displaying, managing, and excluding directories on expansion cards in a future version. At that point, FilePoint Pro will be an excellent choice for novices and power users alike.

MobiMate's **HandScape** (\$19.95) ranks with SilverScreen as one of the most attractive Palm OS launchers available. HandScape offers a full suite of features to simplify both launching applications and managing files. Pop-up context menus make operations such as renaming, deleting, or beaming files a simple two-tap proposition. Tabbed windows make it

easy to group related programs for quick selection on a crowded handheld. A plug-in scheme allows the addition of new features, such as sticky notes. Unfortunately, HandScape hasn't been updated in nearly a year, and it doesn't support hi-res screens or VFS memory cards. If you're using an older handheld without these features, it's worth checking out.

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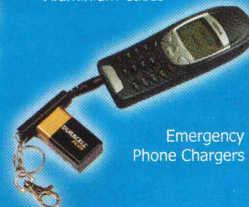
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Simplicity for Mobile Servers Offers Comprehensive RAD for Handhelds

When it comes to implementing wireless applications and accessing back-end databases via mobile devices, many enterprises are still on the outside, looking in. There are a lot of reasons why road warriors don't always have the immediate access to data that they need to best do their jobs, but often IT managers blame it on a lack of development tools or an unwieldy fleet of incompatible devices that include smartphones, Pocket PCs, Palms, and BlackBerry devices. How do you develop applications to access the same data with all of those different platforms?

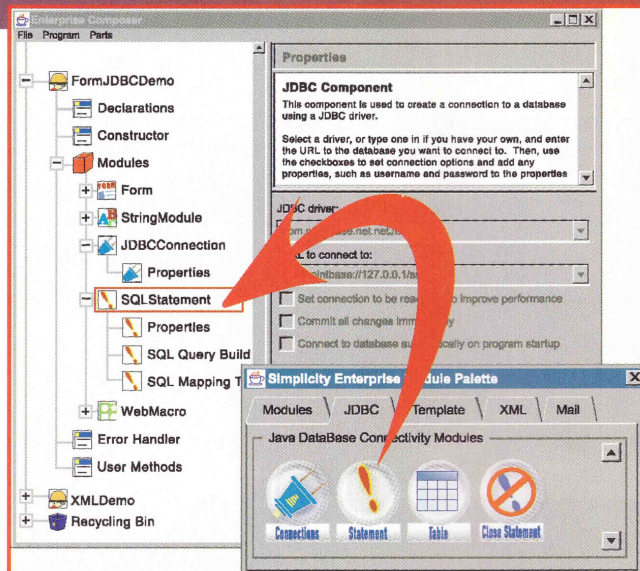
Data Representations thinks it has the answer: Simplicity for Mobile Servers. This newest member of the Simplicity family is a complete Rapid Application Development (RAD) solution that lets developers use highly visual, drag and drop-style development techniques to build cross-platform applications for a wide variety of handheld devices. Applications run on the J2ME engine, which is available for Palm, as well as other handhelds and Java-enabled mobile phones.

Simplicity for Mobile Servers consists of special versions of both Simplicity Enterprise and Simplicity for Mobile Devices and comes with a built-in development server, leaving the mission-critical server available for business. Data Representations claims that their "Execution-On-The-Fly" environment allows programmers to develop and view back-end data, servlet creation, and front-end MIDlet development all on one screen, while eliminating virtually all manual coding. While dragging and dropping components

onto the visual composer interface, for instance, the "Code Sourcer" tool interviews the developer in plain English, gathering the information needed to automatically generate the Java.

The Simplicity Enterprise development environment supports a broad array of technologies including JDBC/ODBC databases, XML, and JavaBean. An open API lets developers create their own components, as well. Once completed, applications can be deployed onto an appropriate J2EE server. Common component modules such as forms, databases, tables, and XML exports can be selected from a tool palette and dragged and dropped onto the composer interface. Then, after answering questions about the component's properties, Simplicity is designed to instantly generate and export the appropriate XML-formatted code.

Simplicity for Mobile Devices is where developers can spawn applications for an entire fleet of handheld devices, including the Palm. The engine includes all of the underlying network protocols and wireless communication, eliminating the need for manually coding those operations. The XML Transaction Caching Engine, for instance, automates the transfer of data between the



Simplicity for Mobile Servers uses a graphical programming environment that lets designers rapidly generate Java applications for Palms, Pocket PCs, BlackBerries, and other devices without writing any code.

server and mobile device and caches both inbound and outbound data, transparently connecting to the back-end as needed. The Transaction Engine also features a flexible licensing tool for the management of billing models for the benefit of carriers, developers, and ASPs.

Written entirely with Java Technology, Simplicity for Mobile Servers is available for any platform that supports a Java Virtual Machine, version 1.3 or higher, including Windows, Linux, Solaris, OS/2 Warp, Mac, AIX, and SCO UnixWare. Pricing is slated to start at \$3,000 per developer seat with a runtime fee of \$25 per user, though volume pricing is available. For more information and a comprehensive streaming video on the product, visit www.datapresentations.com.

Administer IT Tasks with Manage Anywhere Studio

IAnywhere Solutions has introduced a new version of iAnywhere Mobile Manager and rechristened it Manage Anywhere Studio. But there's a lot more under the hood than a simple name change. "We've renamed it," says Rob Veitch, iAnywhere's director of business development, "to better describe the depth of features in the product."

Manage Anywhere Studio is iAnywhere's solution for distributing, installing, and managing software on a variety of mobile platforms. Though it supports Palm-powered devices, the program goes well beyond the Palm PDA and supports Pocket PCs, BlackBerries, and notebooks, potentially making it a single-point solution for all of the mobile platforms distributed throughout your organization.

Manage Anywhere Studio handles all of the most common tasks performed by IT, including software deployment, physical asset management, support desk functions, and security. iAnywhere has tightened security with the introduction of role-based security profiles, so an administrator might have permission to distribute applications, but not create new updates. Devices also have self-healing security protocols that prevent users from overriding settings made by administrators. When it comes to deploying new software updates, Manage Anywhere Studio uses intelligent bandwidth allocation so a large number of device updates won't degrade the network, even if the administrator tries to push them all simultaneously.

iAnywhere Solutions estimates that companies can save about \$800- \$1,200 per device each year by employing a cohesive mobile device management solution. Pricing is volume-based and calculated on both the number of servers and seats in the organization.

Comprehensive Synchronization Solution from Pumatech

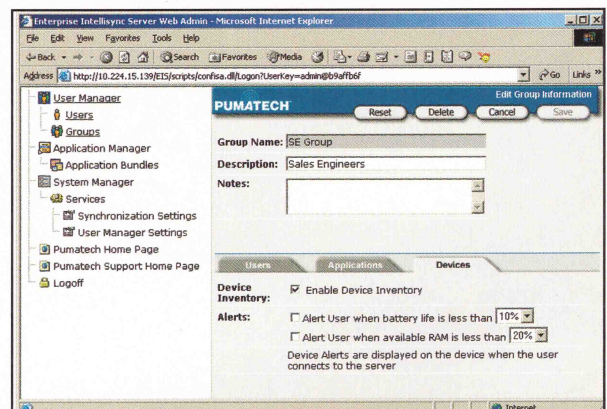
How do you control a fleet of Palm and Pocket PC devices that all use different synchronization tools? One option is to consolidate all of your sync software with a single, cross-platform management tool like Pumatech's Enterprise Intellisync, Second Edition.

Just updated to version 2.0, this all-in-one solution synchronizes PIM, e-mail, and custom database information among desktop PCs, servers, and mobile devices. It does all that via local, network, and even wireless HotSync operations. Intellisync is compatible with both Palm and Pocket PC devices, making it a single solution for many organizations that currently contend with multiple PDA operating systems and a handful of synchronization solutions. Intellisync can act as a conduit to Microsoft Exchange and Lotus Notes, the two most popular back-end PIM solutions. For desktop-based PIMs, Intellisync is also compatible with a long list that includes Microsoft Outlook, Lotus, Organizer, Novell GroupWise, ACT!, and Palm Desktop.

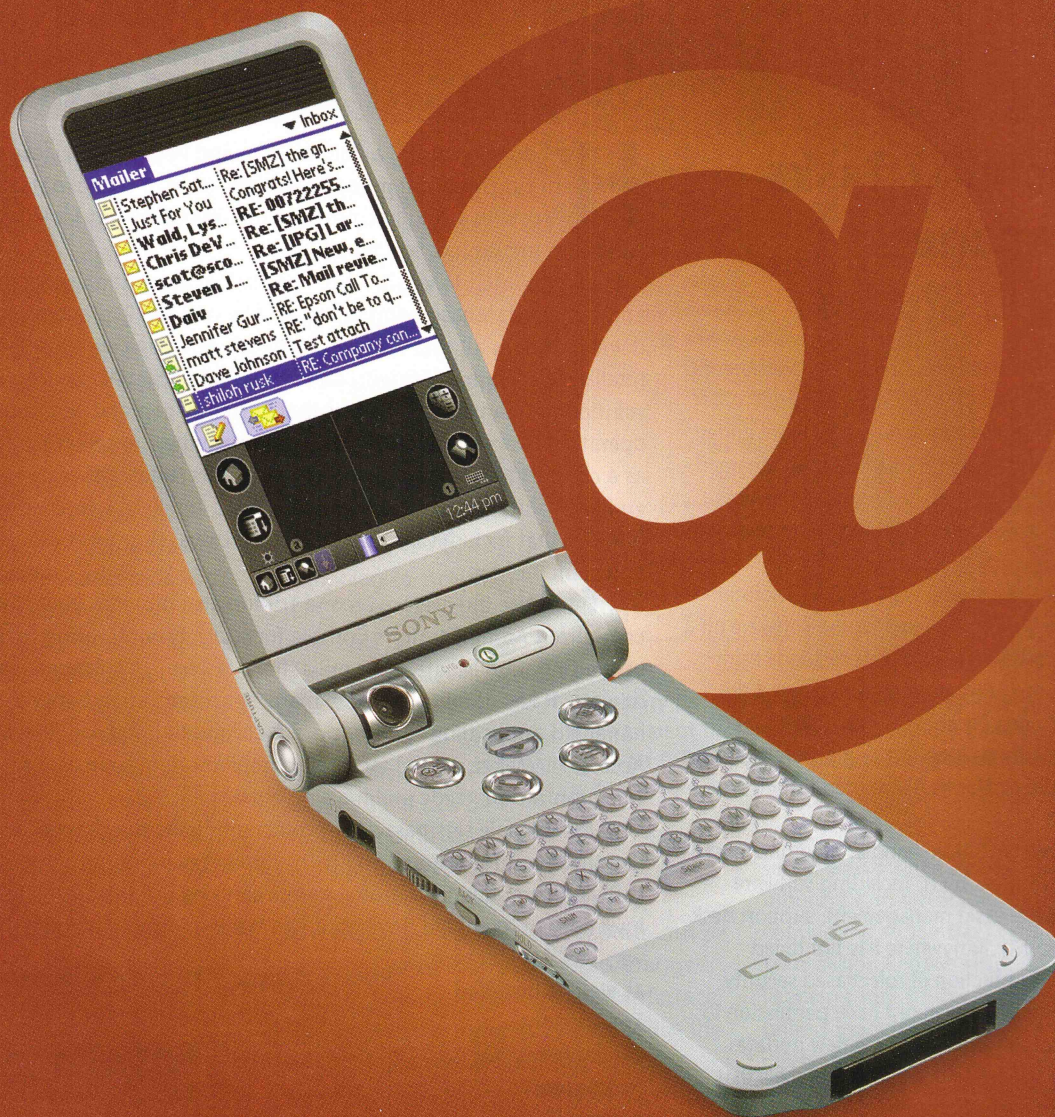
Enterprise Intellisync, Second Edition also provides your IT staff with a centralized Administrator's Console for securely configuring, deploying, and upgrading mobile software applications, as well as for managing handheld devices. It lets administrators manage synchronization between Satellite Forms handheld applications and back-end corporate databases like Microsoft SQL Server, Access, FileMaker, and other ODBC-compliant data sources, bringing all synchronization needs under a single umbrella.

The Console sets password protection, limits the changes users can make to handheld configurations, and helps deploy, manage, support, and upgrade software components. Administrators can also use Intellisync to manage the inventory of handheld devices. It can track information about operating system versions, for instance, as well as installed applications, available memory, and current battery life.

The pricing for Enterprise Intellisync, Second Edition begins at \$97 per seat and drops to as low as \$31 per seat, based on volume. For more information on Intellisync, visit www.pumatech.com.



More than a simple synchronization manager, Intellisync can be configured to alert users about low battery and low memory conditions that can make their PDAs unstable.



▼ Inbox

Mailer

- Stephen Sat... [Re: [SMZ] the gh...
- Just For You [Congrats! Here's...
- Wald, Lys... [RE: 00722255...
- Chris DeV... [Re: [SMZ] th...
- scot@sco... [Re: [IPG] Lar...
- Steven J... [SMZ] New, e...
- Dan... [Re: Mail revie...
- Jennifer Gur... [RE: Epson Call To...
- matt stevens [RE: "don't be to q...
- Dave Johnson [RE: Test attach...
- shilah ruck [RE: Company con...

SONY

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You've Got Mail

Finding the right application
for accessing your e-mailbox
on the road

By Dave Johnson

Whether you're down the hall or across the country, there's nothing so reassuring as the ability to check your email on a Palm OS device. If you already access messages on your PDA, then you know that email is really the killer app that "completes" a handheld; you're never disconnected from important emails unless you truly want to be.

That's great, but many email clients for Palm Powered handhelds are fraught with compromise. Some email clients can't synchronize with the desktop, for instance, while others have no message filtering. The ability to smartly work with attachments is the Holy Grail of PDAs, but too few programs let you download and view Word or Excel files through your mail account. Things are improving, though: today, four commercial email clients support the ability to view attachments, and the Sony Clié's new email client can even download and display JPG images. Indeed, many of today's email applications for the Palm OS are quite impressive. Some allow IR printing, and some even allow email messages to retain their rich text formatting. And the competition is stiff; we found a dozen email applications vying for your messaging needs. So don't sulk, because you're not stuck with the mail program that accompanied your wireless modem or smartphone. Join us as we take a tour of your email options.



Aileron supports both sending and receiving attachments.



Basejet offers the most desktop-like interface of any email app on the Palm OS.

Aileron

Corsoft Corporation, www.corsoft.com, \$30/year

Corsoft has recently rolled out a particularly aggressive email solution that includes services for individual users and the enterprise, as well as support for attachments.

Individual users have three choices. The simplest approach is to your POP or IMAP account via a wireless PDA. Alternately, you can use Corsoft's desktop application to forward messages from Outlook to your handheld, though that requires leaving your desktop on and connected to the Internet anytime you want to check email from the road. For the sake of completeness, there's even a solution that's been optimized for dialup users. In each situation, the Aileron client on your PDA communicates with an Aileron server, which then takes on the processing task of accessing your messages from your own mail server, formatting the messages for the PDA display, and processing attachments. For enterprise users, Corsoft offers a scalable, secure mail server as well.

While the backbone is impressive, the application's appearance is a bit of a letdown, especially compared to eye candy apps like Basejet. There's no color support, and the inbox screen doesn't feature drop-down context menus or any other goodies. The simple interface hides a lot of useful features, though. Aileron lets you check up to six email accounts, for instance, and it's the only program we've found that lets you easily configure exactly which accounts to display in the inbox at once—all your mail, just one account, or some combination. And then there's email retrieval: you can grab your new mail with a single tap, or set up a sophisticated filter to retrieve just messages of a certain size, with a particular subject line, or from a particular date. Oddly, there's no provision to retrieve all your messages from all of your

accounts at once, so you must check them one account at a time.

The big news for most long-suffering handheld users is attachment support. Currently, Aileron supports Word and Excel files and can load them into applications like WordSmith, QuickOffice, and Documents to Go—making it possible to edit documents, not just view them. Aileron doesn't stop there: you can also add attachments to outgoing emails.

When it worked, Aileron was great—but we occasionally encountered unexplained error messages when trying to download and display attachments.

Aileron pays attention to a lot of little things, as well. When replying, you can include comment marks in front of the original text. As in all mail clients with this capability, though, you end up sending messages formatted for the narrow Palm OS screen, which looks weird on a desktop PC. You can customize an auto-signature. The URLs in emails are live, and tapping them launches your preferred Web browser. Corsoft has even added support for Bachmann Software's PrintBoy, allowing users to print emails to IR printers directly from the PDA.

Basejet

Basejet, www.basejet.com, currently free during beta

In many ways, newcomer Basejet offers the richest, most desktop-like email experience you can get on the Palm OS today. Indeed, it's a mail client like no other. The program makes great use of color, accenting the interface's many menus, 3D buttons, and other icons for easier navigation. Buttons have ToolTips, so you can tap-and-hold to find out what they do. The program also boasts surprisingly useful context-sensitive drop-down menus. Just tap-and-hold a message in the inbox to choose from ten options.

In the beta version of Basejet that we reviewed, some features were not yet implemented. The context menu includes the option to automatically add the current email sender to your Address Book, for instance, though that feature wasn't working. On the other hand, SMS-like quick replies were working just fine. Tap-and-hold to choose from standard replies like "In a meet-

ing,” “At lunch,” or “Will call in 5 minutes.” In a later version, Basejet promises that these one-liners will be customizable. Replies can include comment marks and a signature. And if you’re left handed, you may appreciate the fact that Basejet can flip the screen so scroll bars appear on the left.

Basejet is smart enough to properly interpret meeting invitations from Outlook and offer you “Accept” and “Decline” buttons in the reply. At the moment, though, Basejet only replies to the invite—it doesn’t automatically file the meeting in your Date Book. Basejet is the only program we saw capable of displaying rich text messages with their fancy formatting intact, and the program had no trouble displaying attachments. Basejet has some limitations, though: you can’t forward attachments out of the PDA, and right now Word is the only file format that Basejet supports, but more readers should be coming in he future.

Basejet works a bit differently than most email clients. Instead of connecting to your POP account,

Basejet relies on a desktop component called the Basejet Transporter. This program sits on your PC and synchronizes incoming email with Basejet’s wireless

server. As a consequence, your desktop PC and mail program (such as Outlook or Notes) needs to be running whenever you want to remotely access your messages. That also limits your email access to whatever accounts your desktop client is configured for—a possible disadvantage if you like pulling in different mail than your desktop receives.

Eudora

Qualcomm, www.eudora.com, Free

Qualcomm’s Eudora is really an Internet suite that includes both an email client and a Web browser. Until you’ve used Eudora, you have never seen stark: the mail

Eudora			▼ In i
Who	Subject	Date	
eis-suggest	Welcome!	4/2	
Dave Johns		4/21	
Dave Johns	Test- word at	4/22	
Support, Os	Fullshot for do	4/22	
Tina Gasper	[IPG] Linux Bu	4/22	
• shiloh rusk	RE: Company c	4/22	
• David Hakal	[IPG] PR pecki	4/22	
• Rice, Paul B	✉ Dems	4/22	
Dave Johns	Rich text exa	4/22	
Dave Johns	Attachment -	4/22	

Eudora has a rich feature-set, but boasts a sparse user interface.

Off the Beaten Track

Most mail clients vary by small degrees—they all send and retrieve mail, but differ only in specific features or the elegance of their implementation. If you want something really unique, though, that’s out there too.

Take **riteMail**, for instance. This program, available from www.ritemail.com, is a handwritten email application. That’s right, handwritten. RiteMail message bodies are a big grid on which you can write a note or sketch a drawing. A toolbar of simple drawing tools—including a clever “shape recognition” engine that automatically converts your scribbles into perfect circles and rectangles. When you send the message from your handheld to a desktop PC, a Java applet embedded in the message displays the email correctly.

An even more usual program is **InstantEmail**, a program that probably couldn’t be your full-time mail client but offers some intriguing features nonetheless. InstantEmail works in conjunction with

a Web-based email service, and you’ll get your own address, like “myname@instantemail.com.” The program has three main screens, none of which look very much like a traditional email program. The first screen has a slew of routing options—it can automatically forward incoming messages to the email account or fax machine of your choice. InstantEmail lets you send time-delayed messages—just specify when you want them to arrive, and the messages are queued up and sent automatically. The inbox capability is very limited, but the program makes up for that by retrieving local weather for you!

Finally, some folks just want a better program to synchronize with their desktop email client.

Orion’s Mail Plus synchronizes messages with the Palm Desktop or Outlook and offers a split screen—the bottom of the display is a preview pane that shows the contents of the currently-selected message. Messages can be beamed to other handhelds.



iambic Mail offers both desktop synchronization and direct email retrieval.



Mailer is extremely easy to set up.



Spam can be annoying when you can't group-select messages for deletion.

client eschews any on-screen button to deliver maximum real estate for the inbox.

Without any buttons to steer you to the program's features, you might think Eudora is lightweight. Quite the opposite: there's a lot of meat in this program. There's a New Account Wizard for step-by-step setup, for instance. Instead of the single signature offered by most mail programs, Eudora lets you create multiple signatures and choose which one to use when you create your message. The program also includes a robust filtering system for choosing which messages get downloaded to your PDA. Don't like the inbox? You can customize which columns are displayed. Want to synchronize messages with your desktop mail client? Eudora Mail does that too, with the addition of an optional conduit. You can even add new email contacts to the Palm Address Book.

There's some truly clever stuff in Eudora. The tight integration between Eudora's mail and Web browser means you can launch the browser just by tapping a URL in an email message. You can also drag-select messages in the inbox, and choose to delete, file, or download the selected messages via a context-sensitive drop-down menu. Unfortunately, drag-selection makes it impossible to perform a group action on messages that aren't adjacent; it would be nice to be able to select messages with a tap as in most other programs.

Eudora doesn't handle any sort of file attachments, though, and the lack of buttons is actually a bit of a drag. Checking just one account instead of all your email (Eudora supports ten accounts) requires a trip to the menu. Heck, you can't even create a new message without using the menu—really, Qualcomm, a few buttons to spruce things up wouldn't hurt.

iambic Mail

iambic, www.iambic.com, \$19.95

Some mail clients are designed to synchronize with your desktop mail application. Most are active mail apps that can send and receive messages on their own. Right out of the box, iambic Mail delivers the best of both worlds, offering synchronization with Outlook via a HotSync conduit as well as the ability to send and receive email from the PDA itself.

We found installing iambic Mail somewhat convoluted; you need to enter a lengthy "certificate" code into the program, then visit a Web site and enter a resulting device code. Only after all that, does iambic email you a registration code to activate the program. A little heartache is worth it, though. The program looks and works great, with a three-line preview of each message right in the inbox. If you'd rather pack more messages on-screen, the preview can be turned off. We also appreciated the way iambic packed the display with buttons for features like Reply to All and Forward. The New Message screen includes a list of common phrases, like "Thank you" and "please call me." Not only can you preface original text with a comment symbol, but iambic lets you customize the symbol. iambic allows you to configure a signature as well.

iambic Mail can display Word and Excel attachments, but you need iambic's own FastWriter and TinySheet apps for this feature to work. That's unfortunate for users of Documents To Go, Quickoffice, and Wordsmith.

A small feature that's surprisingly convenient is a button on the inbox screen that logs your handheld on and off the Internet. Since the button changes color when you're online, you can tell at a glance if you're burning up airtime. An adjacent button lets you check

email account by account (the program can handle an unlimited number) or all at once.

Mailer

Electric Pocket, www.electricpocket.com, \$29.95

Mailer's most distinctive attribute is its simplicity. Not only is the interface uncluttered—with a dash of color thrown in for handhelds that can display it—but the setup process is the simplest we've ever encountered. Instead of entering your POP server configuration from scratch, for instance, Mailer auto-guesses what your settings may be based on your email address. In our case, the program was about 95 percent correct with all of our accounts, requiring only a few small corrections to start retrieving email. That's a handy feature if you have to enter several email accounts with long domain names. And you might be busy setting up Mailer—it supports an unlimited number of accounts.

Unfortunately, the program is not particularly rich in features. There are no filters for customizing your email retrieval, and the program does not support email attachments. Mailer even makes it difficult to retrieve messages from just one of your accounts: you need to enter the account setup screen and de-select any accounts you don't want to check. Otherwise, the program checks all of your mail every time. The new message form doesn't even include a way to CC a recipient.

On the other hand, Mailer does let you configure a signature for your outgoing messages. The inbox also features a simple context-sensitive menu that lets you retrieve the rest of a new message or delete a message you no longer need. The program lacks a way to group-select a number of messages from the inbox and delete them, though. Instead, your options include deleting them one at a time or deleting the entire inbox.

Thanks to excellent Address Book integration, Mailer works great with smartphones like the Handspring Treo and Sprint I300. The name at the top of an email message has a small icon beside it; tap the button, and Mailer scans the address book for the person's entry. If Mailer finds it in the Address Book, it'll display all of the related phone numbers and email addresses. Tap on an email address to create a reply or tap a phone number to immediately dial your smartphone. If the name isn't found, Mailer gives you the opportunity to add it to the Address Book. If you can

The Server Side

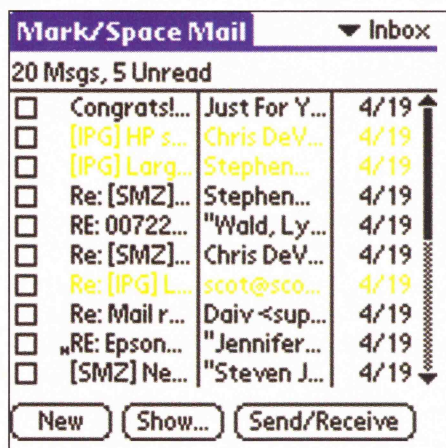
Email may be an essential ingredient in today's connected mobile workforce, but adding email clients to every PDA in the office and giving them access to the mail server sounds a little too willy-nilly for most IT departments. That's why a number of companies have responded with server-based solutions for getting wireless email into the hands of Palm users.

Both Palm and Handspring offer their own integrated hardware solutions. Introduced with the i705, Palm was first to introduce an enterprise-class email solution. Called the Palm Wireless Desktop Server, it's a dedicated server solution that sits behind the firewall and connects the corporate mail server to the company's fleet of i705s. As email arrives on the server, a copy is encrypted and pushed to the appropriate i705, where it is unencrypted for the user. Handspring soon followed suit with a server-based email solution for the Treo smartphone. Treo Mail is available in an enterprise-powered version called the Visto Mobile Access Solution, Server Edition. The solution relies on the Visto Enterprise Server, an intermediate wireless email server positioned behind the corporate firewall. It pushes email from the server to individual PDAs. Treo Mail is simply the latest appearance of the Mobile Access Solution. Visto offers it for any wireless Palm device, and in fact it's device agnostic: you can deploy it to push email to a mixed fleet of Palm OS devices and Pocket PCs.

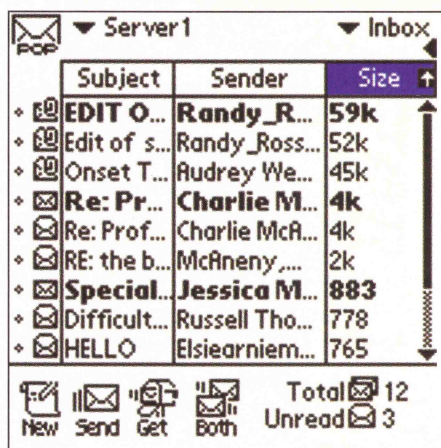
AvantGo offers a variety of solutions as well. The Pylon Application Server is targeted at organizations that use Palm OS devices with Lotus Notes. It provides remote access to Notes data such as email, the calendar, address book, and memos, as well as custom databases and applications. The Pylon PIM Server, on the other hand, is for mixed deployments; it supports both Palm OS and Pocket PC handhelds, as well as email from both Microsoft Exchange and Lotus Notes.

Indeed, there's no shortage of enterprise-ready email solutions. Onset Technology offers an attachment-forwarding system for enterprises that can't access their mission-critical files on Palm OS handhelds. Using AttachmentsPlus, users simply forward incoming attachments (Onset claims to support about 30 file formats, including a number of graphic files) to Onset's wireless translation servers. The attachment is rendered in a readable format within an email message and then sent back to the handheld.

Both Basejet and Corsoft Aileron—discussed in this story—have their own scalable, server-based solutions for the enterprise as well. Pumatech delivers advanced synchronization with Microsoft Exchange via its IntelliSynch Anywhere, a solution that offers dial-up and LAN-based synchronization. Similarly, XcelleNet has recently rolled out Afaria Sync Manager, a mixed-environment synchronization tool that allows both Palm OS devices and Pocket PCs to synchronize with Microsoft Exchange and Lotus Domino via a variety of conduits, including wireless.



Mark/Space Mail is the only Palm OS app that lets you create address groups.



An older application, MultiMail exhibits some stability problems

live without features like attachments and filters, this is a great smartphone mail client.

Mark/Space Mail

Mark/Space, www.markspace.com, \$19.95

Mark/Space offers an innovative mail client with a slew of unexpected features. It has built-in support for high-resolution devices like the Sony Clie and Handera 330, for instance. It is also the only mail client for the Palm OS that lets you create address groups. We didn't realize how much we missed this desktop feature—with a single stroke, you can send a message to your entire work group. It also allows you to work with multiple signatures and insert SMS-like quick messages into the body of your messages for quick email bursts. You aren't limited to Mark/Space's boilerplate phrases, either: you can create your own. Another clever feature: the program lets you insert memos, addresses, and to-dos from the PIM applications into the body of a message.

You can filter your messages by addressee and keyword, but Mark/Space essentially only gives you two things to do with filtered messages: file them in specific categories or color the message entry in the inbox. Colored messages allow you to visually organize your inbox, but the filter doesn't let you skip messages—you can download them to the trash, but download you must.

Unfortunately, Mark/Space Mail has no attachment support, and checking just one or two email accounts is a cumbersome process that requires you to visit the account setup screen to uncheck the accounts you don't want to download. (The program allows you to configure an unlimited number of accounts.) By default, the program displays a funky welcome screen with buttons that let you configure the software, compose messages, or see the inbox. Thankfully, you can

disable the welcome screen and launch straight to the inbox.

MultiMail Pro

Actual Software, www.actualsoft.com, \$39.95

Talk about a long memory. Back in the days when this magazine was known as Tap, we awarded MultiMail a product of the year award—and the grand little logo still files on Actual Software's Web site

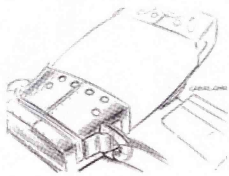
today. The program is available by itself and it also appears in a modified form on the new i705. Either way, it's a formidable program with an incredible array of features. But it needs some work.

The interface, for instance, is downright ugly. The two-color screen is hard on the eyes, with icons that look like they were cooked up in a grade school art class. Color—or at least shades of gray—is urgently needed. The program doesn't create signatures, and strangely, it has the opposite problem of most Palm OS clients: it is designed to check your email accounts one at a time. There's no option to download all your mail from all your accounts at once.

More importantly, MultiMail Pro consistently crashed our Bluetooth-enabled PDA. In fact, we were twice forced to perform a hard reset and re-install all of our data from the PC. Considering the nature of technology, we can't say for sure whether it was MultiMail or Bluetooth or the wind direction to blame, but we had no trouble with any other email clients. Actual Software was utterly unresponsive to our pleas, perhaps because the company was caught up in an acquisition by Palm (incidentally, Palm never got back to us, either). Considering our experience with the program, though, we can only hope that Palm is working hard to modernize the application.

Nonetheless, MultiMail Pro has some great features. It supports eight email accounts. It has an open-ended plug-in system for displaying attachments, and the program can download and display a number of file formats. MultiMail Pro also has built-in printer support, allowing you to point the PDA at any IR printer and generate a hard copy of any email without the need for additional printing software. MultiMail also includes excellent filtering, so you can avoid downloading messages with certain keywords or from specific addresses.

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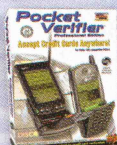
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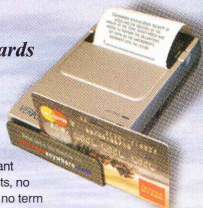
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KEY CODE
A M H H C

CLOSING THE SALE, PALM IN HAND

**DOORS ARE OPENING FOR HANDHELDS IN REAL ESTATE
AND OTHER SALES MARKETS**

by Dave Johnson



For many real estate professionals, PDAs have replaced day planners, scraps of note paper, and emergency phone calls.

It's all about making the sale. For sales professionals—whether they sell houses to dual income, no kid families, cans of Mountain Dew to local retailers, or jewelry at a mobile kiosk in the mall—there's nothing quite so important as the moment the sale closes. It's no surprise that sellers have embraced technology to get the job done. The right high-tech tools can simplify the sales pro's life, make the customer more comfortable, and streamline the entire retail process. For salespeople on the go, a PDA is often the magic bullet that lowers costs, saves time, and increases sales.

Real estate is the 500-pound gorilla of mobile sales. Everything about real estate is big. The products are huge. The cost requires a lifelong commitment and a formidable loan process. Agents receive special training, have an alphabet soup of certifications, and are notoriously aggressive. Is there any doubt that Palm Powered handhelds have found a home here?

IN THE TRENCHES WITH A PALM

Real estate agents of all kinds have embraced Palm Powered devices—and rely on them for everything from simple contact management to accessing house data to actually showing homes and reporting on the results. Wynne Achatz, an agent with Real Estate One Westrick Associates in Marine City, Michigan, is not particularly tech-savvy—but she swears by her Kyocera smartphone. Like many real estate professionals, Wynne uses Top Producer, a Windows-based desktop application that has contact management, email, fax, brochures, flyers, and planning tools all in one real estate-specific, integrated shell. Her Palm OS Kyocera synchronizes with Top Producer (www.topproducer.com)—an essential capability for a real estate agent with a PDA, she says—and also installs MLS (Multiple Listing Service) updates onto her PDA each night when she HotSyncs and recharges the device. The MLS updates are part of a service for which she pays a small monthly subscription fee. "If I don't know how to get to a house I need to show, I can look up driving directions with MapQuest right from the phone," she adds. "It runs my life and my career and makes me look a lot more professional in front of my customers."

Wynne is sold on the basic applications she runs on her Kyocera, but some sales agents have seen the potential for doing even more with their PDAs. Craig Schriber is an agent with Dickson Realty covering the metropolitan region of Reno, Nevada. Equipped with

an aging, 2MB Palm V ("I plan to upgrade one of these days," he says), Craig uses his Palm for access to the MLS, downloaded when he HotSyncs, and for its ability to behave like a traditional financial calculator.

"I use a program called Abacus, which duplicates the functions of an HP 12C calculator. I can use it to find things like the current and future value of a loan, plus determine mortgage payments. It's very convenient. When a customer says he can spend \$1200 a month, I can immediately figure out what range of houses we can look at." Abacus is published by Dove Software (www.dovesoftware.com).

That's not all. "There are a lot of rules and regulations in this business," Schriber says. He discovered that by running his many legal and loan documents through a scanner and translating it all to computer text using OCR software, he could store them as text documents on his Palm. "With all that fine print, it's great to have access to everything right at your fingertips," Schriber adds.

Showings	
Name: Doris Night	
Tele: 343-9888	Cell:
Who: ▼ Agent	Date: 4/1/02
Comments: Liked house	
Name: Steve Martin	
Tele: 656-3334	Cell: 435-0934
Who: ▼ Buyer	Date: 4/17/02
Comments: Wants seller financing	
<input type="button" value="Next"/>	<input type="button" value="Record"/> <input type="button" value="List"/>

LstMgr helps agents store all their listing data in one location.

Page One Information

Address:
 Ben Twain
 12324 Bluff Shore Road
 Anyplace, AK 76899

Master Bedroom	All	by ▼
Bedroom One	6ft	by ▼
Bedroom Two	7ft	by ▼
Bedroom Three	8ft	by ▼
	9ft	by ▼
	10ft	by ▼
	11ft	by ▼
	12ft	by ▼

LIST 10ft : Two

New CLR D RV NXT

Lots of drop-down menus help you quickly amass data about your listings with House Wise.

Listing Details

Title: 2 bedroom Bungalow

Type: **House** Condo Townhouse

Description:
 2 bedroom bungalow with garage

Price: 125000

Address: 93 Glendale Rd

City: Belleville

Bedrooms: 2

Bathrooms: 1

Listing ID: BNG430

Done Delete Features...

Real estate agents have an embarrassment of riches to root through when looking for software that can help them manage their listings and clients.

Home Interior

☒ Clean and/or paint trim

☒ Remove smudges & fingerprints

☒ Glue loose wallpaper

☒ Clean linoleum, tile, & wood floors

☐ Clean carpets

☐ Remove cobwebs

☐ Clean drapes & blinds

☐ Clean light switches & outlets

☐ Get rid of clutter

Prev Next Record

Agents use LstMgr to reference any details about a listing that potential buyers may want to know.

"Customers are impressed when you don't have to return to the office to answer a technical question."

HIGH TECH CERTIFICATION

Craig Schriber is special because he was one of the first 500 real estate agents in the country to get the e-PRO certification. Sponsored by the National Association of Realtors, e-PRO is a course designed to educate agents about how they can use technology in their own sales efforts.

e-PRO (www.epronar.com) is the first such tech-savvy program for realtors. Primarily formulated to teach online marketing skills, Internet basics, and Web techniques, the e-PRO course also introduces students to handheld and portable technology. The curriculum includes the use of Palm-powered PDAs, digital cameras, and wireless technology.

"The course is a good introduction to the use of electronics like the Palm," Schriber says. "So many people lack savvy or have a fear of electronics, when the real issue is what can I do to make my life easier and better serve my clients."

BETTER SERVICE THROUGH ELECTRONICS

Indeed, for sales professionals who want to streamline their days as well as improve their face-to-face customer experience, the tools are out there. In-Hand (www.in-hand.com), for instance, a Palm OS software developer that specializes in vertical applications for real estate, offers a number of applications. The In-Hand Realty Tools Suite includes tools like BuyerQual, a simple calculator that helps you determine if your potential homebuyer will qualify for a specific home. It also includes SellerNet, another realty calculator, which helps agents determine the estimated net seller costs. Net+GFE helps estimate the net buyer costs and—a feature most useful for mortgage professionals—the Good Faith Estimate.

In-Hand offers a slew of other applications for the Palm OS as well. ListMgr, for instance, is a handheld database that helps agents manage listings. The program tracks data about the house—including MLS number, rooms,

size, and style—as well as contract information, showing results, and commission information. And ABC for Palm, a free application available for download from the In-Hand Web site, is a real estate commission calculator. The program computes the earnings for agents, whether they share the franchise fee with a broker, pay the entire fee, or are independent agents. ABC calculates total commission, franchise fee, referral fee, and agent split, as well as any relevant deductions for insurance or processing fees.

Web sites like PalmGear.com are teeming small tools custom-designed for real estate professionals. LandWare's Financial Consultant, for instance, turns any Palm Powered PDA into a business calculator that includes many of the most useful features of Hewlett Packard and Texas Instruments calculators. The program comes with 90 pre-programmed functions including loan payments, interest rate conversions, and on-screen amortization schedules. Loan Pro, from Infinity Software, is a similar loan and mortgage analysis tool that can be used by professionals or consumers, for any kind of amortized purchase—like houses, cars, and boats. The program is flexible enough to allow realtors to give potential homebuyers all sorts of options. Agents can run loan simulations based on varying interest rates, different down payments, and additional payments or balloon clauses. Triloan, a program by John Coogan, takes a different approach to the problem of real estate calculations by displaying up to four loans at once on the same screen, allowing professionals and their clients to visually compare several different financial profiles side-by-side.

Many popular shareware programs go beyond loan calculations and, like the In-Hand products, try to organize the real estate agent's listings and showings. Armed with programs like these, you can carry detailed information on potential homes on the road to help clients decide which listings to walk through, and you can answer even relatively obscure questions about a location without resorting to a phone call or trip to the office. PropertyBox, from Clear Cloud Software,

is a simple database application that lets agents build a detailed handheld file on a variety of properties. Likewise, HouseWise allows agents, inspectors, and other real estate pros to enter a tremendous amount of information on listed homes, all via a large number of convenient pull-down menus and pre-built options.

Some applications even try to do it all in a single integrated interface. AgentProLite, available at PalmGear.com, packs features as diverse as a real estate-optimized address book, loan calculator, mortgage qualifier, and MLS listing engine into the same application.

PALM IS THE KEY

As the real estate market gets more comfortable with the capabilities of the Palm platform and PDAs in general, more innovative solutions start to emerge. Supra (www.supra-products.com)—the name behind lock boxes for listed houses across the country—has recently embraced the Palm OS platform with an electronic lockbox key disguised as a PDA.

The eKey is a lockbox system that relies, in part, on a Palm m505. Current eKey lockboxes respond to an electronic key that's built into a shell that covers the Palm; the electronic key opens the entrenched fleet of "legacy" lockboxes already deployed throughout the US. As Supra's new SUPRAelectronic KeyBoxes begin to appear, however, the electronic keys will disappear. The Palm can open the lockbox directly via the IR port, and the shell can be eliminated.

The eKey is much more than just an electronic way to let real estate agents open houses, though. Supra has endowed the eKey PDA with a large number of integrated capabilities. The Palm tracks showing activity, for instance, so agents can be automatically updated on who has seen their homes every night after the Palm is HotSynced. During the HotSync, the Palm also retrieves customized MLS listing data, along with updated agent rosters for instant access to contact information for any real estate professional you may need to reach.

The system doesn't even require a PC to work: eKey comes with a standalone

cradle that agents can keep at home. The cradle connects to the Internet and performs MLS and listing updates automatically.

GOING REAL TIME WITH WIRELESS

Palms are a powerful tool for mobile sales because, when configured for wireless operation, they can be used to stay connected with the back office continuously. Sussex & Reilly, a real estate company in Chicago, uses the Palm VII for wireless email, scheduling, and the evaluation of several hundred house showings each week.

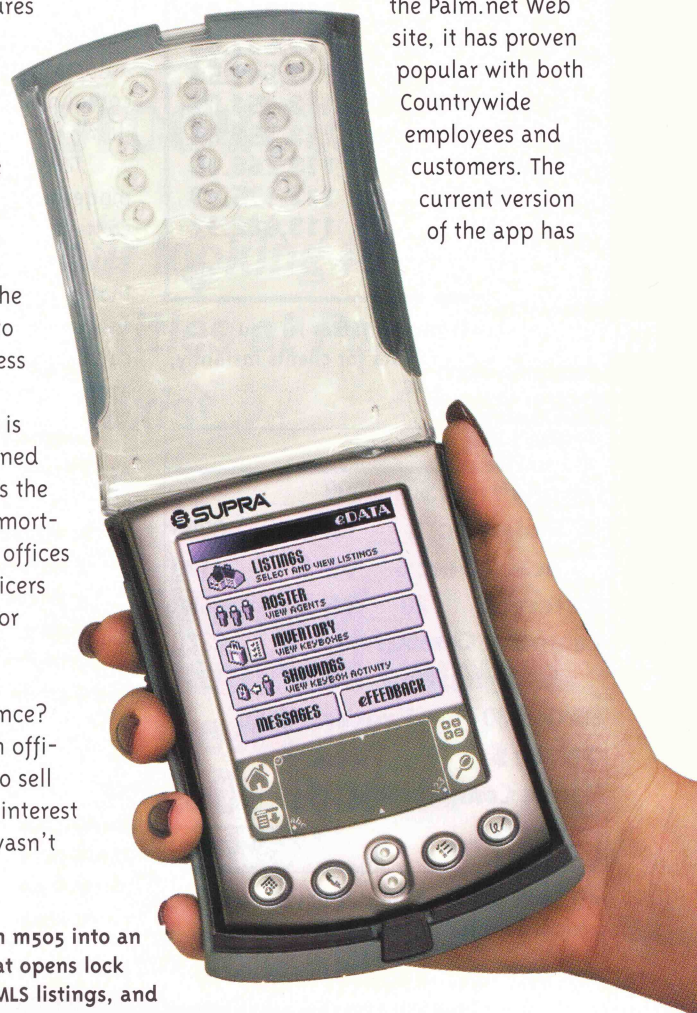
Indeed, it may be that the company's most visionary application is the real-time evaluation system during the customer's walk-through. Using Palm VIIs, an agent can record the prospective buyer's overall assessment of the home. Features like the house's paint color, finish, and various room sizes is collected in a feedback form as the clients experience the house, and the data is transmitted immediately upon the conclusion of the showing. The sellers can then check a Web site where the data is automatically posted to see the survey results and assess buyer interest in their home.

Countrywide Home Loans is another company that has turned to the Palm VII. Countrywide is the nation's largest independent mortgage lender, with 450 branch offices and nearly 2000 field loan officers in all 50 states. The problem for Countrywide was this: how to shorten the sales process and improve the customer experience? Specifically, Countrywide loan officers were often ill-equipped to sell home loans in the field, since interest rates fluctuated daily and it wasn't

always possible to have the latest numbers available when visiting customers. "We could say, 'here's a rate sheet we printed yesterday,' or we could say, 'we'll call you back with the latest numbers,'" says James Hecht, the Senior VP at Countrywide.

By equipping loan officers with Palm VIIs, Countrywide found that it could provide immediate access to the current rate information on all of its products. The data comes via a Web Clipping application built especially for Countrywide by one of the company's own employees. "Believe it or not, the first version of the program was written by an individual in our retail division," says Hecht. After adopting a Palm VII, it seems that he saw the potential of the PQA format and wrote an app that would deliver rate quotes in

real-time. Posted on the Palm.net Web site, it has proven popular with both Countrywide employees and customers. The current version of the app has



eKey turns a Palm m505 into an electronic key that opens lock boxes, retrieves MLS listings, and manages agent rosters.

Compare up to four loans side-by-side with TriLoan.

Amortization Table		
	Interest	End Balance
2-1:	736.16	113,897.99
2-2:	735.59	113,809.74
2-3:	735.02	113,720.92
2-4:	734.45	113,631.53
2-5:	733.87	113,541.56
2-6:	733.29	113,451.01
2-7:	732.70	113,359.87
2-8:	732.12	113,268.15
2-9:	731.52	113,175.83
2-10:	730.93	113,082.92

Loan Pro's amortization tables let you generate financial data for clients instantly, even away from a PC.

In-Hand's ABC for Palm calculates sales commissions for real estate agents.

added an online loan prequalification feature, and Countrywide wants to upgrade it so existing customers can access their current loan information.

EVERYONE WINS

Real estate isn't the only place that handhelds are transforming the face of mobile sales. Every day, for instance, thousands of sales reps march into retail stores to take orders for every conceivable kind of product. Many of these road warriors still record orders on ink-stained paper order sheets. Others use antiquated handheld terminals.

Not long ago, the Pepsi Cola Buffalo Bottling Corporation committed itself to upgrading its own army of sales representatives. About two-dozen reps sell Pepsi products throughout the Buffalo, New York, area, and until recently they used decade-old Symbol devices that had no intelligence, error-checking, or automation. Says Danny Tantalo Jr., the company's IT Manager, "They were just dumb terminals."

Tantalo budgeted \$250,000 to modernize its mobile sales force with contemporary PDAs and smart data-entry software. The total price tag was so low that he ended up buying 60 Palm m505s, accessories like Kodak PalmPix digital cameras, and a variety of customized applications. "It cost us \$50,000," he says. "We were 80 percent under budget!"

The upgrade has had a dramatic effect on productivity. Sales reps have shaved an average of 90 minutes off their 10-hour routes, freeing up time they can devote to other projects. Reps also carry detailed information about their customers—a luxury they never had in the past—allowing them to be more responsive to the customer. The software is also smart enough to know the floor layout of every store along the route, to accept orders in the correct sequence as they walk the store. "If someone fills in for a sales rep, the Palm knows everything about the route now. It's that easy," Tantalo says. The PalmPix cameras have also come in handy: reps can carry photos of promotional displays and new products without hauling folders or stacks of

papers into the store. Says Tantalo: "It's a lot more professional."

Newspaper publisher Lee Enterprises had a similar experience recently. Lee sells advertising for two-dozen weekly newspapers and over 100 specialty publications through a network of 750 field reps. The company recently became the first publisher in the industry to automate the process with Palm handhelds, improving productivity and efficiency so dramatically that the solution has paid for itself in under a year.

The old way of doing business: ad reps recorded sales data on paper. The next day they'd manually transfer all the orders to complex, multi-part ad tickets. The tickets would then be manually distributed to company offices like accounting, editorial, and graphics. With such a vast amount of essential data being generated and tracked manually, errors were a part of the business.

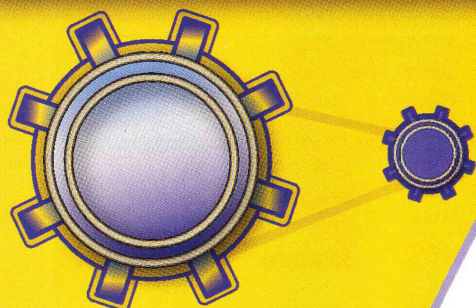
Then inspiration hit. Lee Enterprises CEO Brian E. Kardell says, "One of my managers saw the Palm and said, 'that's what we need'. So we made it happen."

Lee Enterprises developed its own electronic ad ticket application which uses easy-to-complete forms on the Palm to step sales reps through the order process. "Now they don't have to leave the field to file their orders," says Kardell. Equipped with both Palm Vs and Kyocera Smartphones, Lee's sales staff can wirelessly transmit orders to the home office, connect a 56-kbps landline modem, or even HotSync orders back at the desktop.

Against the investment of the Palm hardware, software, and training, the company now saves material costs, manpower, and the "make-good" costs of correcting errors and compensating clients. The savings, according to Kardell, have been "substantial." In the end, it seems, everyone benefits from a Palm-based mobile sales force. Usually, the customers are better served, the sales reps are better equipped, and the IT department saves a fortune compared to alternative handheld solutions. Pepsi's Tantalo reflects, "We could upgrade to a new Palm model every year and still be better off than we were before."

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of the Year

The One Stop Source for your Palm™ Connected Organizer

FileMaker Mobile 2

A powerful, multi-platform database for your desktop and PDA

There's no shortage of databases for the Palm OS, but most are stand-alone products that require you to construct your portable database from scratch instead of drawing on your existing desktop infrastructure. FileMaker Mobile, on the other hand, is a PDA companion to the popular FileMaker desktop database engine. Freshly updated, FileMaker Mobile 2 lets you carry desktop databases with you on the go, add or edit records, and synchronize the changes with your back-end software when you return to the office.

Existing FileMaker Mobile users—who can upgrade for free, incidentally—will appreciate the updates. While the original version of the program limited you to 255 characters per field and 20 fields per database, version 2 supports a more relaxed 2000 characters per field and 50

fields per file. You can still synchronize up to 50 databases per Palm with your desktop database.

The added legroom is appreciated, but the real meat of FileMaker's upgrade is in the handheld experience. The Mobile component can now utilize pop-up menus, lists, check boxes, and a date and time picker for speedy data entry. The display is also customizable—users can resize any of the columns in the database list view. Since many databases will have fields that scroll off the right edge of the display, you can lock the first column in place, making it visible even when you scroll the display. The jog wheel on PDAs like the Sony Clie and HandEra 330 is also supported for easier navigation through long lists of records.

Despite these improvements, little has changed on the desktop side, making FileMaker Mobile somewhat harder to use than it should be. You have to configure a somewhat clumsy set of sharing preferences to synchronize a database with the Palm, for instance, and FileMaker must be actively running—with the databases you want to sync open for business—in order for the files to go to the Palm at the moment of HotSync. A more traditional conduit that didn't rely on the databases being open would be a lot more convenient. On the other hand, FileMaker's database controls mean you don't have to send entire databases to the Palm. Instead, you specify which fields to sync. To avoid accidentally deluging your Palm with a megabyte of database goodness, no fields get synchronized by default.

Since FileMaker Mobile 2 is just a companion to the desktop database, don't expect to find a lot of features aside

Business Cards			All
First Name	Last Name	Title	
Pete	Simms	President	
Rodger	Simspon	VP	
Ed	Brishingly	Janitor	
Don	Apu	CEO	
Dave	Johnson	Enterprise Ed	

FileMaker Mobile lets you view, edit, add, and delete records without installing the entire back-end database.

from the ability to view existing data and add new records. You can't modify the database's structure by adding new fields on the PDA, for instance. Nor can you use the Palm to generate reports, print records on a local infrared printer, or even beam data to another FileMaker Mobile user. FileMaker does not take advantage of bar code readers, a potential disappointment for users hoping to capitalize on the program for inventory control.

Since it's compatible with both the PC and Macintosh, FileMaker is a rare example of software that should get along with any office infrastructure and take you on the road at the same time. FileMaker Mobile 2 is an important add-on for anyone already using FileMaker 5.5 on the desktop. FileMaker Mobile still doesn't offer quite enough to lure new users to FileMaker on the desktop, though.

—Dave Johnson

CONTACT:

Macmillan Software
www.macmillansoftware.com
Requires: Palm OS 3.1 or higher, Windows 95/NT 4.0 or higher; Mac OS 8.1 through 9.1 or OS X 10.1
Price: \$19.95

THE GOOD:

Lots of customization features make even huge databases quite portable

THE BAD:

Clumsy synchronization; limited functionality on the Palm

VERDICT:

An essential upgrade for existing FileMaker users



Pocket Verifier Professional

Accept credit card payments through your wireless Palm Powered handheld

For mobile sales professionals, Pocket Verifier is nothing short of a breakthrough product. In a nutshell, it's an application that authorizes and accepts credit card charges through your Palm--and it's actually just part of a suite of products and services that let you take your business's sales both on the road and to the next level.

You'll have to start with a wireless PDA, such as a Palm VIIx, Kyocera Smartphone, or Handspring Treo (any wireless Palm device should work). The product's promotional material isn't particularly clear on this point, but you can't delay authorizations by later HotSyncing your day's transactions on the desktop--the system requires a live Internet connection, since you're actually authorizing sales in real time via credit card transaction servers. The heart of the system is Pocket Verifier Professional, a multi-function program that lets you accept credit card transactions and electronic checks on your Palm-powered device, as well as performing the full range of credit maintenance functions, such as voids and credits.

You'll also need a merchant account through Advanced Merchant Solutions. Our first thought: Aha! This is how they get you! But surprisingly, their account stats are outstanding. You pay \$25/month and you'd be hard pressed to find a lower transaction rate (2.2 percent plus 30 cents per sale). There's no padding: you pay no setup or cancellation fees, and there's no minimum monthly transactions. Getting your merchant account is a matter of completing a Web-based form and mailing the application in a postage-paid envelope; it takes about three days to get your account approved.

On its own, Pocket Verifier is a good solution, but it has the decided disadvantage of requiring you to enter all of your transactions by hand using Graffiti. We recommend adding the Pocket Merchant to the mix. This \$349 combination magnetic card reader/receipt printer is almost exactly the same size as a Handspring Visor (that price includes the Pocket Verifier software). The tiny gadget connects to your PDA via a coiled wire and can be placed on a tabletop or clipped to your belt. Swipe a card and not only is the owner's information fed directly into Pocket Verifier, but you pay the lower 1.69 percent transaction rate since the credit card company knows it's a face-to-face transaction. It works flawlessly from the very first time you swipe a card, and there's no confusing driver setup. It uses a thermal print head with nothing to replace except the rolls of receipt paper, and it features integrated Ni-MH batteries that fully charge in a little over an hour.

Thanks to a companion desktop application, the system archives transactions—including electronic signatures made in the Graffiti area of the PDA—so you don't have to maintain paper records of sales. When conducting transactions, customers can render tips that are automatically added to the total sale. And if you're in an area with no wireless coverage, you can defer credit card approvals until a later time.



Using Pocket Verifier together with Pocket Merchant lets you swipe cards and wirelessly approve credit sales from any wireless Palm PDA.

Indeed, we only encountered a single glitch in the software during testing. If you accidentally modify the cardholder's name after swiping a card with the Pocket Merchant, you have to re-enter the transaction from scratch; the dialog box that offers to undo the change doesn't really work. Aside from that, this solution is perfect for mobile sales.

—Dave Johnson

CONTACT:

Advanced Merchant Solutions, Inc.
www.merchantanywhere.com
Requires: Palm with wireless connection
Price: \$39.95; merchant account costs \$24.95/month

THE GOOD:

Excellent merchant account; complete suite of tools to manage credit card sales with a Palm

THE BAD:

Just about flawless

VERDICT:

Affordable, easy to use merchant services for any wireless-capable Palm



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Action Names Datebook 5.2

Tie all your organizer data together

If you've used earlier versions of Action Names Datebook, version 5.2 will seem like an old friend. That is, an old friend who spent months working out in a gym and is now radically buffed up with a Schwarzenegger physique. This new upgrade confirms that iambic's programmers never run out of new ideas on how to make their flagship title even better.

Action Names resides totally on your handheld, and its data is integrated into the databases used by the built-in Palm OS organizer applications. As with earlier versions, there's no desktop component, so its advanced functions don't translate to the Palm Desktop or Outlook.

Action Names' learning curve is pretty steep; with so many features, you might find yourself at a loss for what to try first. The professional quality, 45-page PDF manual is there to guide you. Be sure to read it, as you'll likely discover functions you wouldn't otherwise think to look for.

Action Names gives you six separate overviews on your data: Agenda, Week, Month, Quarter, Contact View, and Contact History. The various views offer a number of integrated looks at your

contact, date book, and to do information. The info from each of these databases is often related, and it makes sense to have it all available in a single program.

Sony Clie users can view more of this information at once, thanks to the program's support for 320x320 and 320x480 screen resolutions. This release also supports one-handed dialing for Palm Powered smartphones, such as the Treo, Kyocera 6035, and Samsung I300. Just tap the number and you can dial directly from Action Names' contact list, rather than using your phone's built-in dialer. The new Expanded Mode view shows you all the information for each of the entries in your contact database, all in a single scrolling list.

Action Names can map its various views to your Palm's hard buttons. For instance, you can set your Address Book button to launch the program in Contact List view, and the Date Book button to launch the Agenda view. There are numerous other useful additions, such as the ability to increment To Do items and Alarms in one-minute notches. To make information easier to spot, especially on a hi-res screen, iambic has added the ability to colorize categories. A herd of colorful new icons was added for incoming, outgoing, and missed mobile phone calls. (Icons optimized for monochrome screens are available as well.)

A minor but surprisingly handy feature lets you tap and hold the stylus on the title bar to display the current time. Add to all of this separate downloadable versions in English, German, French, Spanish, Italian and now Japanese, and you've got quite a package.

One resource you'll want to be sure not to overlook is iambic's web site, which is loaded with information, screenshots, answers to frequently asked questions, and downloadable add-ons for the program. Lose your registered unlock code or get a new device? No worries or no frantic phone calls necessary. Just punch in your email address and the site will email you your registration code. Now that's what I call support.

—Harv Laser

CONTACT

iambic Software
www.iambic.com
Requires: Palm OS 2.0 or higher
Version Tested: 5.2a
Size: 402K
Price: \$24.95 (download), \$34.95 (CD-ROM)

GOOD

Hi-res display, phone dialing support, integrated databases, excellent customer support.

BAD

Learning curve is steep.

VERDICT

Action Names Datebook's integration truly streamlines time management.



Sony Clie owners can see tons of data at once—if they have good eyes.

Red-M Blade and Palm Bluetooth Card

Bluetooth gets real with solutions for Visors and Palms

CONTACT

Blade
Red-M
www.red-m.com
Requires: Handspring Visor
Price: \$179

GOOD

Gives your Visor instant access to the Web via Bluetooth-enabled phones.

BAD

The Visor's older operating system keeps the Blade from working with some gadgets and applications.

VERDICT

A Bluetooth adapter with limited potential for the future of wireless connectivity.



WIt has taken a long time for Personal Area Networking to go from a gleam in some Norwegian engineer's eye to practical reality, but you can finally plunk down a credit card and buy real, honest-to-goodness Bluetooth gadgetry. Two of the very first Bluetooth products are Bluetooth adapters for Palm OS devices: the Palm Bluetooth Card for m-series handhelds and Red-M's Blade module for the Handspring Visor.

Bluetooth is a short-range wireless technology that allows devices to communicate with each other up to a distance of about 30 feet. Indeed, that's a fancy way of saying that Bluetooth is a cable replacement technology. By creating a Personal Area Network (PAN) around you, these gadgets can theoretically simplify your life by wirelessly accessing and augmenting each other in a fairly seamless manner. The first applications for Bluetooth are wireless headsets for mobile phones and Internet access for PDAs via nearby mobile phones. Other applications—like printing, cordless mice, and network access are coming as well.

What can you do with a Bluetooth card for your PDA? The killer app for both the Blade and Palm



The Palm and Red-M Bluetooth adapters, side-by-side.

Bluetooth Card is really just connecting your PDA to a Bluetooth mobile phone to get Internet access. And in that role, they both perform superbly. After installing the Bluetooth adapter to your Palm or Visor, you need to "discover" and "pair" your phone and PDA—Bluetooth lingo that's akin to the Plug and Play process for USB devices, only with security built in so that strange Bluetooth gadgets can't hijack your phone or Palm. For both devices, we discovered and paired without incident. After configuring our PDAs to dial into Earthlink via the Ericsson T39m Bluetooth phone, we got our first genuine thrill of the 21st Century: With the phone locked in a briefcase a dozen feet away, our Visor successfully dialed into the Internet, checked email, and loaded a Web page. With the Palm m500, we had a similar experience.

The Blade is a slim Springboard module that doesn't add any extra depth or height to the Visor. It does tax the Visor's battery, though. We found that when we used the Blade to access email frequently through the day, we could run the Prism's rechargeable batteries all the way down to the danger line within an ordinary 8-hour workday. To be fair, we probably ran it a bit harder than most road warriors would. Red-M includes a few Bluetooth-enabled applications. PhoneMate is an Address Book replacement that can dial your Bluetooth phone just by tapping a number. That's very cool, and works best in conjunction with a Bluetooth headset (that way the phone itself can stay in your pocket while you talk), but the application itself is a real mess. PhoneMate is hard to navigate, and



Our Ericsson T39m Bluetooth phone has been recognized by our Bluetooth card and is ready to dial into the Internet.



The Blade's PhoneMate application lets you dial a Bluetooth phone from a distance—great if you also have a Bluetooth headset.

makes a poor use of the Palm's limited screen estate. A program that mimicked the Palm's own Address Book would have been much better. You'll also find an SMS messaging program called MonkeyMessenger and the complete Eudora Internet suite—including email and Web browser—in the box.

The Palm Bluetooth Card is manufactured by Toshiba. It looks like a prop from a classy sci-fi movie. When inserted into the Palm, the wafer-thin card sticks out of the SD slot by about half an inch, which isn't enough to ever really get in the way.

Palm took a different approach with its software bundle. Instead of relying on a third-party Address Book adjunct like PhoneMate, for instance, you'll find that the Address book itself has been enhanced to support direct dialing through the Bluetooth card. Tap any phone number in the Address Book and you're given the opportunity to immediately dial your Bluetooth phone. Palm also includes a few applications that you can use to take advantage of your new PAN. Blueboard is a simple whiteboard program that lets you share notes and doodles with up to three other Bluetooth-enabled Palms. BlueChat is an instant messaging program that lets you exchange short text messages with other Bluetooth Palms. BtPrint is a simple print driver that we used to connect to the Epson C80 inkjet printer (the only Epson printer currently compatible with the Palm Bluetooth Card)—it can send Date Book, Address Book, To Do List, and Memo Pad entries to the printer.

For routine PDA-to-cell phone operations, which is the way most folks will use Bluetooth in



Palm's BlueChat application lets you conference several Bluetooth-enabled PDAs together for text chats.

the near term, both cards worked fine most of the time. Both Bluetooth adapters had occasional and inexplicable trouble, though, such as when they'd "forget" that they were paired with the T39m Bluetooth phone. Whose fault was it—the PDA's or the phone's? Who knows? Bluetooth is in its infancy, and interoperability is sometimes a dicey affair, with no clear way to tell which device is to blame. This much is true: when we used the PDA to dial a voice call, the Palm Bluetooth Card handed calls off to the Ericsson's Bluetooth headset like a champ. The Blade module had more trouble; we found that we had to turn the Visor off so it would release its Bluetooth grip on the phone. Only then would the headset be able to pick up the call.

The Visor's operating system is starting to show its age as well, and that had an impact on just how useful the Blade could be. All of the Palm Bluetooth Card apps—like BlueBoard and BlueChat—require OS 4 or later, so we were unable to get the two PDAs to communicate with each other. Indeed, the Palm m500 never even detected the Visor with the Blade module. Likewise, the Blade couldn't print to our Bluetooth printer.

If you're looking for a way to access the Internet for email or the Web from your Visor, and you have a Bluetooth phone like the Ericsson T39m in your sights, the Blade module fits the bill. Thanks to the Visor's older operating system and some other engineering difficulties, though, that may be all the Blade is really ever good for. The Palm's Bluetooth Card, on the other hand, is poised for the future of personal area networking.

—Dave Johnson

CONTACT

Palm Bluetooth Card

www.palm.com

Requires: Palm m125, m130, m500, m505, m515, or i705

Price: \$129

GOOD

Highly-compatible wireless interoperability with a broad array of Bluetooth gadgets.

BAD

Occasional glitches, but Bluetooth is young.

VERDICT

A smart, effective Bluetooth adapter that works exactly as advertised.



HandStory Suite 2.1

Swiss Army knives aren't this versatile

CONTACT

HandStory
www.handstory.com
Requires: Palm OS 3.1 or higher; Windows 95 or higher for image conversion
Version Tested: 2.1
Size: 180K
Price: \$19.95; \$5.00 Upgrade for existing users

GOOD

Handles multiple data types; grabs both text and graphics from web sites.

BAD

Web clips can quickly eat your handheld's memory.

VERDICT

An excellent all-in-one viewer.



HandStory documents can be synched directly to external memory, a boon on crowded handhelds.

We called the previous release of HandStory Suite "the Swiss Army Knife of media viewers." Well, one of the best just got even better. HandStory 2.1 incorporates all the slick features of previous versions, while adding the ability to download web pages complete with text, graphics, and formatting.

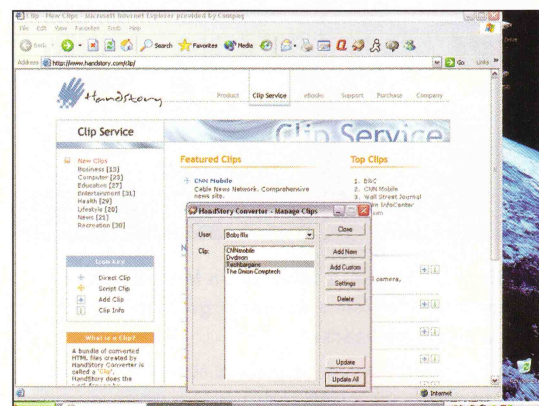
HandStory is a multi-format viewer that supports transferring text, graphics, and "web clips" to your handheld; it also includes a memo editor for creating notes without leaving the application. Companion Windows programs are included for creating web clips, and for converting images and text for handheld viewing. While Macintosh users can use HandStory's viewer on their handhelds, no Mac-based converters are currently available.

The original release of HandStory let you copy text or graphics from the web to your handheld, using a shortcut menu in Internet Explorer. HandStory 2.1 beefs up this ability by copying the entire page to your handheld, including text, images, and links. You can also highlight and select only a portion of the page to be synced. The entire procedure just takes a couple of clicks, making it a snap to grab web pages for later reading on-the-go.

If you're a fan of AvantGo you'll appreciate another new feature of HandStory 2.1: Web Clips. Web Clips allow you to download information from selected websites automatically during a HotSync. HandStory's website contains a growing list of sites

supporting Web Clips, with topics including news, business, computer, education, entertainment, health, lifestyle, and recreation. Each Web Clip can be set to be updated automatically or manually. The HandStory Clip Editor lets you create your own Clip files for sites not already supported. The resulting configuration files can be shared with users of your own web site. You can create Direct Clips, which don't require much in the way of conversion, or Script Clips, which can selectively modify pages for handheld use.

While testing the Web Clip feature on the CNN website, we found that all of the available news stories from CNN's main



HandStory's Web Clip manager lets you choose sites to download to your handheld.

webpage had been transferred to our handheld. Note that while links do work, you can only browse data that's been downloaded on HotSync—unlike AvantGo, you can't "cruise" the web if you have a live Internet connection on your handheld.

HandStory does an excellent job of displaying data, supporting monochrome, 256-color, and hi-color display modes. The program takes advantage of the Sony Clie's 320x320 hi-res mode, and it utilizes the Clie jog dial as well. The program's support for storing data in external memory is superb—along with VFS, HandStory supports FlashPro, JackFlash, and Visor flash memory modules.

HandStory 2.1 now sends files both directions, converting handheld files for use on your desktop computer. The program can convert Palm image files to Windows BMP images, and Doc files into text files.

The HandStory web site offers a tour of the program's features, a collection of e-books, and a free 30-day trial version. Be sure to check out the list of available Web Clips, and the useful collection of tips for using the software.

With its ability to view and convert divergent file formats, and to easily move individual web pages or entire websites to your handheld, HandStory 2.1 can replace an entire suite of programs on your handheld.

—Bob Eller

MemPlug Memory Stick and SD/MMC Adapters

Handspring's Visor gets universal expansion

When the original SmartMedia and CompactFlash MemPlug modules were released, they were the first commercial Springboards for the Visor series to allow expansion past a 16MB. Now that PiTech has followed up with Memory Stick and MMC/SD modules, the Visor has become the most versatile PDA on the market with regard to working with other electronic devices. Want to share memory cards with a Canon camera that uses CompactFlash cards? No problem, just plug in a \$49.95 MemPlug CF. Need to view images stored on a Memory Stick by a Sony Mini-DV camcorder? Use the \$69.95 MemPlug Memory Stick Adapter. Or if you're a mixed Visor and Palm household, the new MemPlug SD/MMC adapter will let you share expansion cards with other members of your family.

For this review we examined the Memory Stick and SD/MMC models. However, the earlier SmartMedia and CompactFlash Springboards have upgradeable flash memory, and with the latest updates the feature set is essentially the same between all the modules. The differences lie in the size of the expansion cards, general performance of different expansion card types (SmartMedia is slow by nature; the other cards are all fairly speedy), and in the SD/MMC model's unique addition of a vibrating alarm.

Physically, the only noticeable difference between the modules is the expansion card slot. The CF and SD/MMC versions allow you to fully insert the card in the Springboard. The card sticks out just slightly in the SmartMedia version. The card sticks out a good 3/8 of an inch from the top of the Memory Stick version, however, due to the length of the Memory Sticks. The resulting assembly looks a bit fragile for putting in your pants pocket—you'll probably want to remove the stick when not in use.

We tested the Memory Stick model with a 128MB card, and the SD/MMC model with a 64MB MMC card. While this is significantly more memory than you can get in standard Visor Springboards (which are limited to 16MB), the added storage comes at the cost of ease-of-use. To run older applications from memory cards, you must use PiDirect. While this utility works well—it's very stable, unlike the earlier versions we tested—the ver-

sion included with the MemPlug is limited to only one directory and 20 databases. You'll have to pay an additional \$19.95 to get the fully enabled version. That's the only real downside to this card—PiTech should include this functionality with the card. Also, note that PiDirect requires Palm OS 3.5, so if you're using an original Visor or Visor Deluxe, this Springboard's utility is far more limited.

For newer applications, the MemPlug now has support for the Palm VFS file system built-in. This means that programs like Wordsmith and SplashPhoto can find files in external memory without the need for PiDirect. The compatibility is good, and should work with any VFS-enabled program that doesn't specifically require Palm OS 4.0 or later.

Other bundled applications include PiBackup, for backing up the contents of main memory to expansion card; PiViewer, a picture viewer that can display JPG files that were stored on a memory card by a digital camera; the gMovie animation viewer; and the PiMovie file manager.

Overall, this is an excellent solution. We'd prefer PiTech bundle a full version of PiDirect, but the cards are so inexpensive overall that they're still reasonable even when you add the \$19.95 to register that utility.

—Denny Atkin



With the two newest MemPlug versions, the Visor now handles all the major expansion technologies.

CONTACT

Portable Innovation
Technology
www.pitech.com
Requires: Handspring Visor
Price: \$69.95

GOOD

Good built-in applications, lets you share data with other devices.

BAD

PiDirect application is limited without paying extra for registration.

VERDICT

A superb device for enhancing the Visor's storage and interoperability.



ProRecord Digital Voice Recorder

8.5 hours of audio in one tiny Springboard

CONTACT

Admobis
www.admobis.com
Requires: Handspring Visor; Windows PC for desktop sync
Price: \$99

GOOD

Excellent software, good controls, long recording time.

BAD

There's no option to move files on HotSync, so recordings must be manually transferred to the PC.

VERDICT

A superb device for recording meetings, interviews, or voice annotations.



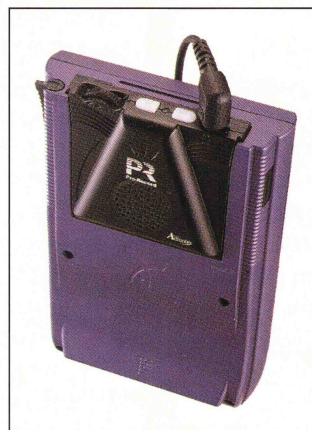
TOP PICK
HANDHELD computing

The ProRecord Digital Voice Recorder is one of those rare products that gets just about everything right. This Springboard module for Handspring Visors is compact, has an excellent set of controls, and it offers the best integration of voice with organizer data we've ever seen.

Where previous Springboard recorders have offered limited voice storage, ProRecord holds an amazing 8.5 hours of audio. That might even seem excessive, but it's not when you consider the approach Admobis has taken to storing the recordings. Instead of emulating an electronic tape recorder, the ProRecord module ties recordings to voice-enhanced versions of the standard Palm OS Address, Date, Memo, and To Do modules. This allows you to add voice annotations to your standard PIM data.

To record a note, you can tap an icon in any of the PIM applications, but there's an easier way. Just hold down the jog wheel at the top of the Springboard and the Visor will launch the Memo Pad application, create a new memo, and start recording. If you have one of the other PIM applications loaded, holding down the wheel will create a new entry in that app. When you don't have the time, or both hands free, to write an entry in Graffiti, just use ProRecord to store the data temporarily as a voice entry, and scribble it in later.

The audio from the module's built-in microphone won't win any awards for clarity—there's a little bit of background scratchiness—but we had no problem understanding voices recorded from



The ProRecord module is compact, but stores over eight hours of audio.

across the room. Playback is much better using the included earbud headphones than with the tiny speaker mounted on the Springboard. When playing an entry, the jog wheel lets you quickly fast forward and rewind, a very handy feature when transcribing a conversation.

You can upload your recording to a Windows PC (no Mac support, alas). The files are stored in a custom .PRV format, but they can be transferred to Windows Media Player and saved in standard WAV format. You can copy ProRecord voice files from your PC back to

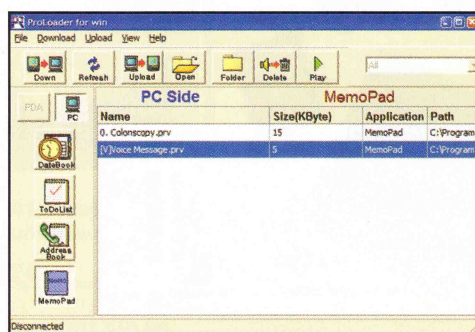
your Visor, but there's no WAV-to-PRV converter, so you can't convert PC voice files for Visor playback.

When we first tried to transfer files from ProRecord to our Windows XP laptop, the module wasn't recognized. It turns out the original desktop application was compatible with only Windows 98, Me, and 2000. A quick check of the Admobis web site netted us the ProRecord 1.4 software update, which adds Windows XP support and improves the recording quality slightly. Note that you must use Handspring's HotSync manager. If you've installed a Palm or Sony version to accommodate a Palm OS 4 handheld, transfers from ProRecord won't work. (This is due to Handspring not updating its version of HotSync manager, and isn't really Admobis' fault.)

The ProRecord packaging and quick-start manual read like they were written by someone for whom English is a second language. So it's a pleasant surprise to read the PDF manual on the installation CD and discover that, while the writing's a bit quirky (the author seems to have cut most instances of the word "the" to save space), it thoroughly and effectively explains all of the device's functions.

In addition to the 16MB of memory used for voice recording, the ProRecord module offers 1.4MB of storage for Palm OS applications—a nice bonus for what's already a superb product.

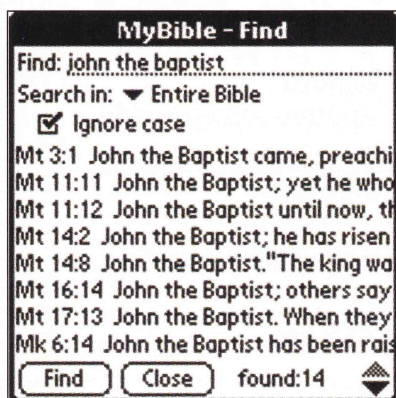
—Denny Atkin



ProLoader lets you transfer recordings to your PC for desktop playback.

MyBible

The best-seller gets even more accessible



The Find feature is very useful if you're looking for all passages featuring a specific person or event.

Gutenberg's first printed Bible measured 18.5x12 inches, and its two volumes weighed some 70 pounds. Perhaps the only owner who appreciated that bulk was Harvard University, whose Gutenberg Bible was saved from a brazen theft in 1969. The thief could not climb down the rope with the massive tome, and fell and broke his leg.

Today's Bibles are more user-friendly in general, and Laridian's MyBible for Palm OS takes compactness to the extreme. This clever and polished program provides the entire Bible on your Palm Powered handheld, occupying just 1.5 megs of space. With sufficient RAM, you can run several Bible versions for quick comparison. (The latest versions of MyBible support VFS, so you can store Bibles on expansion cards.)

MyBible offers three advantages over a traditional Bible. The most obvious is size. Bibles still run large, even with that incredibly thin paper and eye-straining print. Most Bibles are only slightly smaller than a phone book, and they're not exactly easy to take hiking, to class, or back and forth to the office.

The second advantage is navigation. Can't remember where "Colossians" is? No problem—just tap the upper right corner of the screen and a list of all the books of the Bible pops up. Tap the one you want, then write the chapter and verse number using Graffiti. Laridian gives you more space for text by eliminating the scroll bar; just tap on the top half on the screen to go back, and

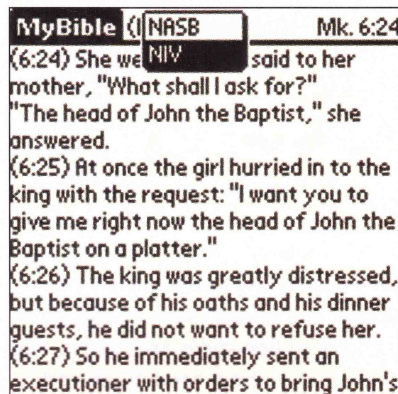
the bottom half to go forward. You can also stroke the stylus left to go to the previous chapter, or right to go to the next.

MyBible's biggest advantage, though, is its search engine. Trying to find where it says that the love of money is the root of all kinds of evil? Draw an "F" (for find), write "money," and in a few seconds you've got a list of 123 references. Hmm, maybe a few too many. Write "money" and "evil", and you've got your verse: 1 Timothy 6:10. Tap the reference to display it. MyBible's search feature also supports wildcards. Thus, "faith*" will call up all the references with "faith," "faithful," "faithfulness," and "faithless." Don't remember how to spell Nebuchadnezzar? Just type in "Neb*". With Boolean logic and options to search various parts of scripture, MyBible functions like a concordance on steroids.

MyBible comes in two parts. The Bible Reader sells for \$10, and is necessary to read the various versions. Then you purchase the versions (from \$19.99 and \$29.99, depending on the version) you want to install. Laridian offers the six most popular English versions, and is the only source for a Palm OS version of the New International Version (NIV).

MyBible also lets you mark your favorite passages, and offers a host of font and display options. Combining intuitive user-friendliness with powerful navigation features, MyBible is a great option for those interested in scripture. Gutenberg would've been proud, and maybe a little surprised.

—Daniel Jepsen



Wondering how translation affects the interpretation of a passage? Load multiple Bible versions and easily compare the same text in each translation.

CONTACT

Laridian
www.laridian.com
Requires: Palm OS 2.0 or later
Version Tested: 020109
Size: 52K (program), 1.5MB per Bible
Price: \$10 (MyBible Reader; individual bibles cost \$19.99 or \$29.99)

GOOD

Powerful word or phrase searches; price comparable to a print Bible, convenient display options.

BAD

Navigation is easier than with a print Bible, but could still be improved.

VERDICT

An excellent reference for Biblical scholars and regular readers alike.



Pixer

Forget SMS, Multimedia Messaging is here

CONTACT

Electric Pocket
www.electricpocket.com
Requires: Palm OS 3.5 or higher
Version Tested: 2.4
Size: 450kb
Price: \$29.95

GOOD

Finally, an easy way to send and receive digital images on your Palm.

BAD

Somewhat clumsy interface could stand some improvement.

VERDICT

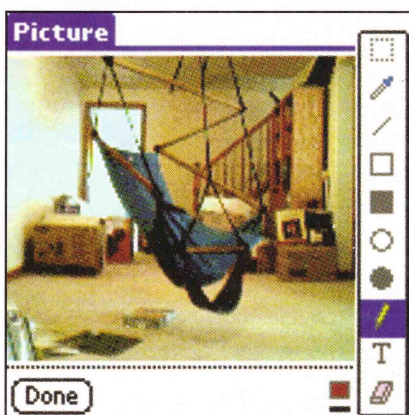
A first taste of multimedia messaging for your PDA.



You wouldn't know it here in the US, but SMS—those short text messages you can exchange on cell phones—is all the rage in Europe and Asia. Network incompatibility has kept most service providers from pushing messaging very much in the states, but analysts predict SMS may start to take off here soon. Late to the party as usual, we'll be discovering the joy of text messaging just as Europe starts using MMS, or Multimedia Messaging. MMS is all about sending digital images, hand-drawn sketches, and written notes between mobile handsets.

You might have trouble finding recipients for your Multimedia Messaging on a mobile handset in the US right now, but it has already arrived for the Palm OS in the form of Pixer, from Electric Pocket. Technically, Pixer is essentially an MMS client, but it works just like an email application with graphical support—it lets you send text, sketches, and digital images to any Internet email address.

To use Pixer, you need to sign up for a free email account with Electric Pocket's pixer.net service. Anyone can send email messages, even with JPG images attached, to your Palm via this account.



A smattering of text and drawing tools let you customize digital images before you email them.

From within Pixer, you can create your own graphic messages and send them to other Palm OS devices or desktop email accounts.

That's where the real fun starts. Pixer lets you grab digital images stored on your Palm or on expansion cards. Pixer can use images from the PalmPix or eyeModule digital cameras as well. We grabbed a shot with the eyeModule, for instance, and attached it to a Pixer message moments later. You can then type captions into the image using Graffiti, draw free-hand, or add shapes and lines to your image, complete with your choice of line styles and colors. You can draw your own picture from scratch, or work



Pixer's mail folders show a thumbnail of the photo or graphic associated with each email.

with Electric Pocket's optional NotePacks, which are collections of clipart and digital "stationary." ZipNotes range from useful business-style graphics to silly cartoon characters.

Thanks to an incredibly simple, elegant interface, the program requires virtually no instructions at all—which is good, because Electric Pocket doesn't provide any. You'll have no trouble navigating the program's various folders (Inbox, Outbox, and so on), and messages are easy to find thanks to thumbnails that show you the graphics enclosed in each message. When creating messages, you can retrieve email addresses from the Palm Address Book, and Pixer even puts your most recently-used addresses in the pop-up To: menu for quick access. The program has surprisingly few missteps, but some glitches really jump out. The up and down scroll buttons don't actually scroll the text in long messages, for instance—what's up with that? It's also too easy to accidentally draw on a graphic that someone else sent to you; there's no option to save or abandon changes to images.

Those quibbles aside, Pixer is a blast. It's a taste of the MMS revolution that is sure to come, and it's one of the few ways to easily email digital images to and from Palm OS PDAs.

—Dave Johnson

PDA Power Training

Self-paced training for Palm novices

It's hard to walk into a bookstore without tripping over a stack of soft cover opuses on using Palm-powered PDAs. But video training on using your handheld? Those aren't as easy to find. To help fill the void, Power By Hand has introduced PDA Power Training, a CD-ROM-based training video designed to help novice users take control of their Palms. PDA Power Training runs on both Windows and Macintosh systems, and there's no installation process needed; it plays right from the disc.

PDA Power Training is surprisingly short. Level One—the course you get when you put the disc in your computer's CD-ROM drive—is composed of ten video segments, each one ranging in length from about 3 to 5 minutes. You can watch the entire course in well under an hour. The disc is hosted by Danny Chambers. Who's that? Well, he's introduced as an authority on PDAs since he's "a real life PDA user." That kind of endorsement might work if the course focused on nuclear submarines or the International Space Station, but we were underwhelmed by this description of Danny's credentials.

Nonetheless, Danny does a good job. His script is tight and fast, guiding us through all of the essentials of using a Palm OS PDA in just a few short lessons. The video alternates between a head shot of Danny and actual demonstrations of the techniques he's discussing with a Palm m505. His few attempts at lightening the mood are real groaners, though. After teaching us how to beam, he proudly exclaims, "Are you high tech, or what?" Or what, indeed. That kind of thing may fly with folks new to the concept of laser pointers, the Internet, and cell phones, but it's distracting for the rest of us.

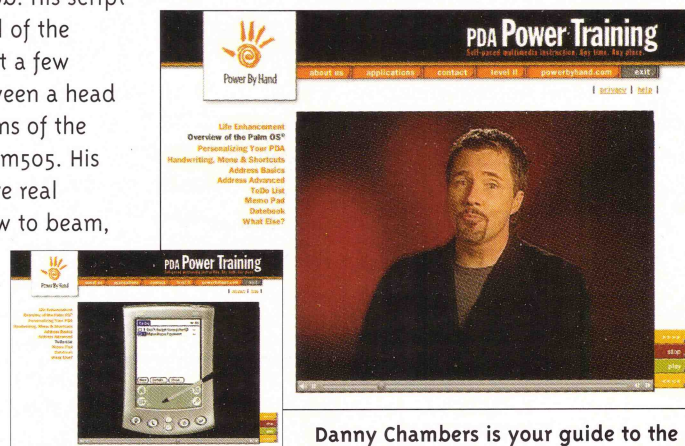
Level One teaches you about the Palm OS's four core applications, beaming business cards and other data, customizing the PDA's buttons, using Graffiti, using the Find button, and creating Graffiti shortcuts. Some topics beg for more detail, though. The Graffiti coverage is so shallow, for instance, that the video could just as well skip it. Danny talks about using Graffiti, but are were few on-screen demonstrations of actually making

gestures or writing characters. Danny also missed the opportunity to deliver some genuinely useful tips on how to get better accuracy from your handwriting.

The videos themselves are slick and professional, but the disc is missing tools that would make the package more useful to anyone taking the course. There's no way to bookmark your place, for instance, so you need to remember where you left off.

Worse, Power By Hand's strategy of embedding additional lessons on the disc seems a bit deceptive. There's no mention on the box or Web site that Level Two—filled with videos that offer lessons on email, exporting Palm data to Microsoft Office, and using DateBook—costs another \$10 to unlock. You only discover that when you click the Level Two button. A collection of applications—including planning software, data encryption, a shopping list, games, X-Master, and the SilverScreen application launcher—costs yet another \$30 to access.

The bottom line, though, is that anyone who reads this magazine probably already knows



PDA Power Training is most useful when it demonstrates techniques with an animated PDA.

Danny Chambers is your guide to the basics of the Palm OS in PDA Power Training.

everything on this disc. Any good book will also tell you a hundred times as much, and be easier to reference in a pinch. This disc is for novices—and if you know one who would rather look at a live demonstration than read a book, this might make a good gift.

—Dave Johnson

CONTACT

Power By Hand
www.powerbyhand.com
Requires: Windows 98 or higher, Intel Pentium 166MHz or higher, 32MB RAM, 8X CD-ROM; **Power Macintosh** Power PC, Mac OS 8.5 or higher, 32MB RAM
Price: \$19.95 for level one; \$60 for access to entire CD-ROM

GOOD

Short, tight video lessons in easily-digestible chunks; runs on both Mac and Windows.

BAD

The subject material is far too basic for most users; extra lessons cost more money.

VERDICT

A good video primer for novices, but of limited appeal to anyone else.



Marc Saltzman's Top 250 Games

So many games, you may never work again

CONTACT

Macmillan Software
www.macmillansoftware.com

Requires: Palm OS 3.1 or higher, Windows 95/NT 4.0 or higher
Price: \$19.95

GOOD

Nice selection of games; handy interface for easy installation.

BAD

The disc costs \$20, but you can get all of these games for free on your own.

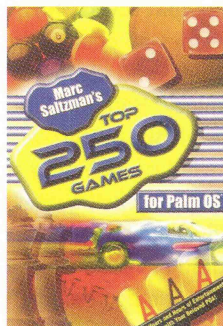
VERDICT

Many of the best games for your PDA, conveniently rounded up onto one disc.

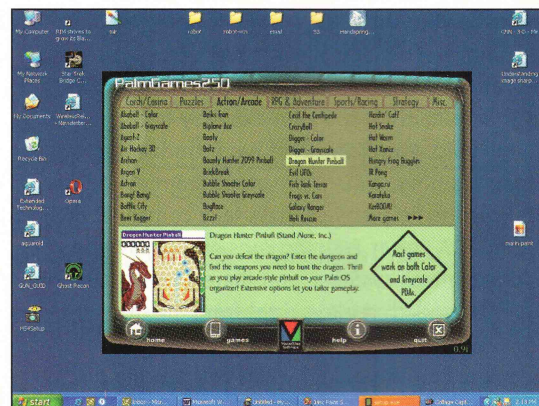


Offer us the "top 250 games" for our PDA, and you have our attention. Marc Saltzman, a well-known gaming guru, has packaged this collection of handheld diversions onto a single CD-ROM and sells it for \$19.95.

So what's on the disc? A little of everything. There are about 30 casino and card games, a dozen sports titles, and a handful of adventure and strategy games. Puzzles and arcade games make up the bulk of the rest. It's all grouped into easy-to-navigate categories, and a friendly interface lets you read about each game and see a screen shot before clicking the install button, which drops the appropriate files into your HotSync queue. Color versions are included when they exist, and grayscale PDA owners are never left out in the cold.



Sounds great, right? Sure—but anyone with a half-way decent Internet connection can get all these games from a site like Palmgear.com or palmgamingworld.com just as easily, without dropping an Andrew Jackson in the process. These are Palm games, after all, and they download in seconds. Saltzman includes both freeware and unregistered shareware titles in roughly equal measure, so you're not getting the full version of



The Windows interface displays a summary and screenshot of each game.

Bejeweled by buying this disc. Instead, think of it as a sampler for folks who want a guided tour of the best games for their Palm-powered PDA. We're tempted to dissect his choices (where's Vexed, for instance? Why Kyle's Quest, but no extra adventures?), but on the whole, we'd just be quibbling. The selections are good. With just 50MB of games on the disc, though, the CD is virtually empty. Considering what it cost Marc to build this showcase of games—essentially nothing—more content would make the price of entry a bit more palatable. After all, there's a lot more than 250 good games for the Palm.

—Dave Johnson



PDABuzz.com

PDABuzz is the number one Web site delivering cutting edge news, information, product review and outstanding forum discussion boards for Palm, Pocket PC, RIM, Linux and other handheld computers. Come see why over 28,000 users visit PDABuzz every day!!! www.pdabuzz.com



Bounce Out A better Bejeweled than Bejeweled

Like Tetris before it, Astraware's now-classic Bejeweled spawned a legion of imitators. Seems like every other day we see a new variation on the jewel-puzzle theme—some good, some bad, a few brilliant. Bounce Out falls in the latter category, as it takes the core concept of Bejeweled and tweaks it just enough to make an even better game.

Indeed, imagine Bejeweled with balls instead of jewels and staggered rows instead of straight ones, and you'll have a pretty good notion of what Bounce Out looks like. The goal is exactly the same: swap pairs of balls to create rows of three (or more) that are the same color. Doing so makes those balls "bounce out" (get it?), only to be replaced by more from above.

Because the rows are staggered, however, you now get to work diagonally instead of just horizontally and vertically. This makes the game a bit more complex than Bejeweled, because you have many more moves available. To keep things from getting too easy, Bounce Out occasionally drops in "Blockers," black balls that can't be moved or destroyed. If things get too tough, you can use a

"panic button" once per level—tapping it bounces out a random set of balls. Like Bejeweled, Bounce Out lets you play with or without a timer.

The game looks exquisite in color, with lots of unique and colorful ball designs. Alas, the grayscale version pales in comparison, to the point where it's almost no fun to play. But if you're lucky enough to have a color handheld, be prepared for the best puzzle game since... Well, you know.

—Rick Broida



Once again, it's up to you to eliminate dastardly and colorful objects.

CONTACT

Astraware

www.astraware.com

Requires: Palm OS 3.0

Version Tested: 1.00

Size: 113K

Price: \$14.95

GOOD

Like Bejeweled, only more so.

BAD

Grayscale version is unattractive and hard to play.

VERDICT

Another affordably priced, endlessly entertaining Astraware game.



Wine Enthusiast Guide 2002

Because you can't judge a bottle by its label

You walk into the market to buy a bottle of wine for tonight's dinner party, only to be faced with a sea of confusing choices. Or you're on a date, confronted with a wine list that includes 100 different selections. Sure, you can plunk down \$30 and hope for the best—but you'd be better off plunking down \$29.95 for LandWare's Wine Enthusiast Guide. It arms you with reviews, ratings, definitions and prices for over 10,000 wines from across the globe.

This exhaustive database requires roughly 1.2MB of your handheld's memory (unless you skip the optional review and glossary modules, which together nab about 800K). Fortunately, the 115K Guide app and 683K review module can reside on a memory card. Speaking of which, for \$5 extra you can buy the Guide on a rewritable multimedia card (MMC), which has the added benefit of 4MB of extra storage space.

The Wine Guide is appreciably easy to navigate, relying on four main sections (Guide, Cellar, Vintages and Glossary) and one-tap access to each. You can filter the main list by criteria such as Editors Choice and Best Buy (the sources being Wine Enthusiast Magazine), or use the awesome Wine Selector to filter based on price, rating, vintages—even varietal and region. Alas, you can't save your custom searches for later use.

You can, however, build a "cellar" of wines you own and have tried, complete with personalized notes. We particularly liked the glossary of over 1,400 wine-related definitions (including, thankfully, "varietal"). In short, for wine connoisseurs and amateurs alike, Wine Enthusiast Guide is a must-have application.

—Rick Broida

WINEGUIDE		Winter 2002
Editors Choice	Price	
Domaine Jacques Prieur Pinot	\$48	
Domaine Meriwether Champ	\$25	
Edna Valley Vineyards Syrah	\$17	
Emilio Moro Tempranillo	\$24	
Eric Texier Syrah	\$15	
Faustino I Tempranillo	\$26	
Fess Parker Viognier	\$20	
Feudi di San Gregorio White Bl	\$15	
Geoff Merrill Chardonnay	\$25	
Guide	Cellar	Vintages Glossary
Look Up:		Wine Selector

The excellent interface makes browsing the 10,000 wines a snap.

CONTACT

LandWare

www.landware.com

Requires: Palm OS 3.0

Version Tested: Winter 2002

Size: 1.2MB (full install)

Price: \$29.95 (MMC, \$34.95)

GOOD

Huge database of wines and reviews; comprehensive glossary.

BAD

Eats a lot of memory.

VERDICT

Invaluable wine-selection knowledge for the price of a decent bottle of Merlot.



CONTACT

Chapura
www.chapura.com
Requires: Palm OS 3.0 or higher, Windows 95/NT 4.0 or higher
Version Tested: 2.0
Size: 85k
Price: \$19.95

GOOD

Secure, easy to use, new features like data export and printing.

BAD

Still no Mac support, no printing from the Palm.

VERDICT

The smartest way to protect your personal data, yet always keep it at your fingertips.



Cloak 2.0

Key enhancements for your most sensitive data

The same folks who would never give their credit card number to a total stranger are often guilty of keeping PINs, codes, passwords, and registration numbers in plain sight on their desktop or handheld. Chapura's cure—an encrypted database for the Palm OS called Cloak—has just gotten an update with all sorts of usability enhancements. This 4.5-star product remains a Top Pick, since Chapura has heaped on a few new features without affecting any of the things that made Cloak such an excellent product to begin with.

The first thing you'll notice is a better password entry screen, with a dual-mode numeric touchpad that lets you enter your password using either a pattern based on the Palm's built-in buttons or via a more traditional ten-digit number pad.

Most of the upgrades, though, have happened on the desktop, in the Windows-based application that synchronizes with its Palm cousin. Cloak now lets you save and export your entire database as an encrypted file. You can email the file to another PC and import it into another copy of Cloak; the two

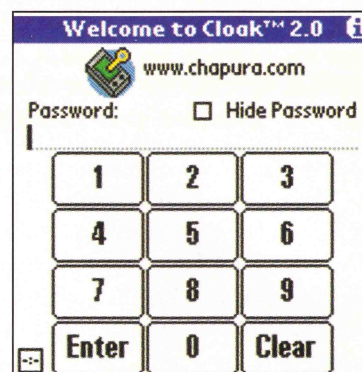
databases are merged into a single file. You can also import data from other applications: Cloak can now read CSV and text files.

Cloak allows you to print accounts from your PC, so if you need to give some-

one a password and they don't have a Palm-powered PDA (you can beam accounts between Palms), just send the appropriate entry to the printer.

Everyone has sensitive data to protect, and Cloak is a program every Palm user should use to take control of that data. There's no better choice.

—Dave Johnson



Cloak's new password-entry screen features a full 10-digit keypad.

CONTACT

tDevice
www.tdevice.com
Requires: Visor Edge or Palm V/Vx
Price: \$69.99

GOOD

Very thin, good key layout, two-in-one functionality.

BAD

Can only type with one hand when holding the PDA.

VERDICT

Better than just a case, but a better case than a keyboard.



Q-Pad

A case/keyboard combo that works best on a desk

The tDevice Q-Pad is a combination mini-keyboard and carrying case. Available for the Handspring Visor Edge (the version reviewed here) and the Palm V/Vx, it's certainly the most compact way to bring along both a keyboard and a carrying case. Unfortunately, it's somewhat difficult to use unless it's resting on a flat surface.



The Q-Pad serves triple-duty as a case, keyboard, and stand.

After plugging your handheld into the Q-Pad's secure mounting slot (no Velcro, hooray!), the combination resembles Sony's new NR70 series, with a thumb keyboard mounted on the flap that protects the screen. Because the keyboard is built into a slim leather case here, there's no stiff hinge

between the keyboard and PDA. Thus, you have to support the PDA with one hand, leaving only one hand (or one finger, realistically, due to the keyboard's small size) free for typing.

The Q-Pad's keyboard fares better when you have a flat surface handy. An innovative hinge on the rear of the case flips down to prop up the screen, acting as a mini-stand. With the handheld resting on a desk, you can use a pair of fingers to type, doubling your input speed. When you fold the case around the Visor Edge, the entire assembly is just over 3/4" thick.

The keyboard layout is superb, with a standard QWERTY layout for the letter keys, a cursor diamond, and numbers and symbols arranged in a calculator configuration. Even when used on a desk, you can't come anywhere near the speed you can achieve with a real keyboard, making this device most appealing to Graffiti-haters and those who need the smallest-possible keyboard/PDA combo.

—Denny Atkin

Fossil Wrist PDA

Smaller than strapping a Palm III to your arm

The Fossil Wrist PDA is an excellent idea: squeeze all the personal information manager data from a Palm Powered handheld into a watch so you have it with you 24/7, even when you leave the handheld behind.

The Wrist PDA duplicates the functionality of the core Palm OS organizer applications. It can store up to 1,100 contacts, 800 appointments, 350 400-character memos, and 5,000 to do entries. You get the data from your handheld into the Wrist PDA through infrared beaming—they can't be created directly on the watch. You can also beam and receive business cards—up to 20 can be stored on the Wrist PDA and beamed back to your handheld.

You navigate the built-in apps using a four-way directional pad and a pair of navigation buttons. The apps are easy to use, and the Wrist PDA supports categories to make lookups quicker. And of course, the watch supports appointment alarms and typical watch timekeeping functions.

While the Wrist PDA works well, it has one major flaw—it's huge compared to a typical watch.

The Fossil Wrist PDA is useful but bulky.



The case size is 44x15x15mm; it's the thickness that really stands out. If you're replacing a calculator watch with the Wrist PDA, you probably won't mind the size and appearance. But if fashion is a concern, you may find the size gives this device too high a geek factor to wear. Also, the two CR2032 coin batteries last just 1.5 to 3 months, great for a PDA but extremely short for a watch.

The concept is great, but many users will want to wait for a thinner version before replacing the old Timex with a Wrist PDA.

—Denny Atkin

CONTACT

Fossil
www.fossil.com/pda
Requires: Palm OS handheld with IR port
Size: Freaking huge
Price: \$145

GOOD

Lets you bring along organizer data without carrying anything.

BAD

It's huge; short battery life for a watch.

VERDICT

Works well, but so big that it screams "geek".



KeySpan USB 4-Port Mini Hub

Ports that are portable

KeySpan's innovative little 4-Port Mini Hub is a lifesaver for road warriors who bring along not only USB cables or cradles for their Palm Powered handhelds, but USB mice, webcams, and other peripherals as well. If you need extra ports, what better than a USB hub that's little larger than a pile of credit cards, yet is a no-compromise device?

The hub's USB connector is stored inside a small compartment that can be snapped shut, so there's nothing left dangling dangerously when you toss it in your laptop bag. The ports themselves are on the sides to save space, so the entire hub is only about a centimeter thick.

Surprisingly, the hub also comes with a very light and compact power brick, so you can run USB peripherals that require more power than a built-in USB port can provide, such as Zip drives. This might also be handy if you're using a third-party combo USB/charger cable for a handheld with an internal battery. If you're just using low-power peripherals such as a HotSync cable and a mouse, you can leave the power cord at home.

Of course, the Mini Hub isn't just for laptops. Connected to a desktop PC, though, its extremely short cable (about an inch long) means you'll have to reach behind the computer to swap USB cables. A nicely engineered device, the 4-Port Mini Hub is an excellent companion for your PC laptop or PowerBook.

—Denny Atkin



This USB hub is little larger than a pile of credit cards.

CONTACT

KeySpan
www.keyspan.com
Requires: PC: Win 98 or later; Mac: OS 8.1 or later
Price: \$49

GOOD

Really tiny, includes optional power supply.

BAD

Very short cable complicates desktop PC use.

VERDICT

A superb hub for road warriors.



susteen DataPilot



THE FASTEST WAY TO TRANSFER AND BACKUP YOUR CONTACT DATA, MESSAGES, AND RING TONES BETWEEN YOUR PC AND CELL PHONE OR PDA

DATAPILOT SUPPORTS ALL PALM OS SYSTEMS AND ALMOST ALL CELL PHONES

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Put Money in your pocket

Synchronize your Palm OS® handheld computer directly with Microsoft® Money, and manage your finances while you're away from your computer with Ultrasoft Money.

Enter transactions in less time that it takes you to get your receipt. Change account and category information, schedule bills, analyze your spending, even balance your accounts on the go.

Money management made easy!

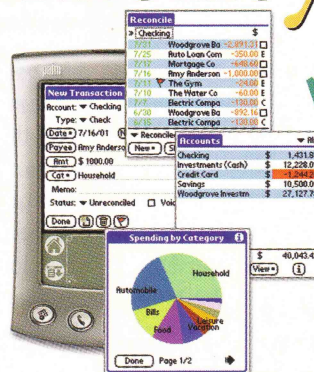
Ultrasoft Money

\$34.95

New!

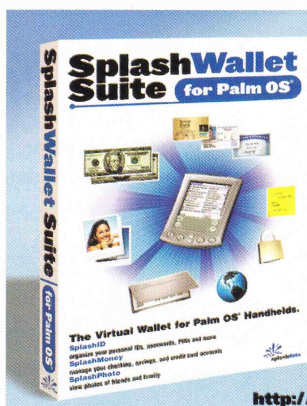
Ultrasoft CheckBook

\$19.95



Don't use desktop finance software? Ultrasoft CheckBook is made for you. It's a complete Personal Financial Manager for your Palm Powered handheld device.

Ultrasoft
www.ultrasoft.com



SplashWallet Suite

Four indispensable virtual wallet applications for one low price

SplashID - organize your IDs, passwords, PINs and more

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http://www.splashdata.com



Select A Budget For Details

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Description	Budget	Remain
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Car Payment	428.36	428.36
Electricity	225.00	225.00
Entertainment	100.00	52.75
Groceries	350.00	155.65
House Payme	1162.77	0.00

TOTALS

Budget 3449.78 Spent 1573.02
Remaining 1876.76



BudgetMaster™

for Palm OS devices

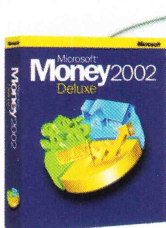
Give BudgetMaster a free try and find out why thousands have chosen it to get their budget in order!

Features:

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- * User selectable colors
- * Free upgrades
- * Only \$10 (US)

Solid Rock Software
www.budgetprogram.com

Synchronize your Palm OS® handheld with Microsoft® Money



Ultrasoft Money



Enter transactions in seconds, update categories and accounts, schedule bills, analyze your spending, even balance your accounts on the go!



www.ultrasoft.com



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Check out Stock Manager™ from TinyStocks, the award winning stock portfolio manager for the Palm OS® platform. Stock Manager will keep your portfolio up-to-date with the latest stock prices* at each HotSync® operation, by connecting your Palm OS® device to a (wireless) modem, mobile phone or by using the Palm.net service.

Software in your pocket
www.TinyStocks.com



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users, and even developers. PalmPower Magazine
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www.palmpowered.com

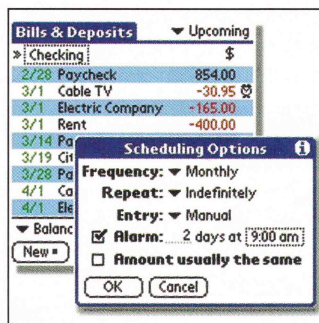
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The latest and greatest personal finance tools for Palm Powered Handhelds

by Pete Scisco and Denny Atkin

Money management products such as Quicken and Microsoft Money are only effective when you actually enter your transactions on a regular basis. These Palm OS financial managers are just the key to staying organized.



Ultrasoft Money's Bill Minder feature will alert with alarms when payments are due.

Ultrasoft Money Pocket Edition

\$34.95, Ultrasoft
www.ultrasoft.com

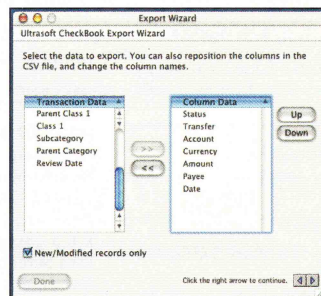
A Palm OS companion for Microsoft Money, Ultrasoft Money is a powerful financial management program in its own right. You can set up multiple accounts and create categories and classifications right on your handheld. The AutoComplete feature fills in payee names, making transaction entry a snap. Should you notice something awry in your register, you can flag a transaction so you'll know to follow up on it later.

Ultrasoft Money 3.1 adds support for synchronizing with

Microsoft Money 2002. (Version 2 is still available for those using older versions of Money.) The new version does away with the 15-account limit of previous releases. Also new to version 3.1 is the Bill Minder module. This can schedule one-time and recurring bills and deposits, and trigger alarms when the transactions are due. You can even preview your bills for the coming year, giving you a chance to plan ahead on your spending.

The Ultrasoft Reporter module lets you analyze your finances, creating graphs to give you a quick visual view of your spending. If you travel outside the country, fear not—the Reporter module even handles multiple currency types.

Ultrasoft also offers the Family Edition, a \$54.95 option that lets you install the application on two handhelds.



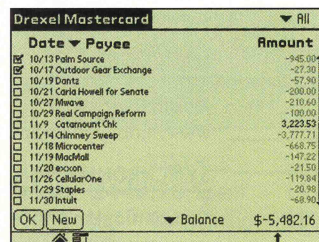
Ultrasoft Checkbook is designed to be a stand-alone program, but it does include wizards to transfer data to Mac and PC versions of Excel.

Ultrasoft Checkbook

\$19.95, Ultrasoft
www.ultrasoft.com

The latest release of Ultrasoft Money is so feature-packed that many users expressed an interest in using the program to do all their financial management, without using a desktop companion. In response, Ultrasoft created Checkbook. This less expensive version of Ultrasoft Money omits the HotSync conduit for communication with Microsoft Money and adds the ability to manage operations that were formerly limited to the desktop, such as deleting accounts, right on your handheld.

Ultrasoft Checkbook users aren't completely locked out of accessing their data on the desktop. Export wizards are available for both Windows and Mac users for extracting your financial data to an Excel spreadsheet.



PocketMoney supports hi-res display on the Handera 330.

PocketMoney

\$30, Catamount Software
www.catamount.com

This program is designed to be all you need to track your finances on your Palm, with no desktop companion necessary. (If you do keep your books on a desktop machine, PocketMoney exports QIF and

text delimited files so you can send your Palm records back to your main finance program.) PocketMoney interfaces with a number of Palm OS applications, so users of other management packages won't have to enter data twice. Version 3.0 adds support for QuikBudget to the existing ability to interface with CheckPlease, Interstate Guide, and MPG.

PocketMoney supports all kinds of accounts, including assets and liabilities and the usual checking, savings, and cash accounts. The program includes a list of categories to which you can add others. Split transactions are supported.

PocketMoney tracks check numbers, can deduct transaction fees, and can schedule regularly occurring transactions. (Scheduling repeating transactions is similar to setting repeating events in the Palm OS date book.) You can assign categories from a drop-down list; nested categories are supported. The program has rudimentary password protection and allows users to beam account balances to other PocketMoney users (handy if you're sharing an account).



Finance Guide

Date	Ref & Payee	Amount
6/1	Cable TV	-30.27
6/1	Rent	-800.00
5/12	504 Cell Phone	-37.04
5/11	DEP Transfer	750.00
5/7	Print Market	-79.87
5/1	477 Cable TV	-33.78
5/1	476 Rent	-800.00

Pocket Quicken works best as a companion to the desktop version of the program.

Pocket Quicken

\$39.95, LandWare
www.landware.com

Pocket Quicken is geared toward the longtime Quicken user who wants to enter transactions while away from the desktop, and then seamlessly send those transactions back to the main application. It's trouble free and convenient, but also one of the most expensive choices here.

Pocket Quicken's strength lies in its ability to take entries into its handheld accounts and then send them to the desktop. Some users may want to edit transactions on the Palm, but Pocket Quicken won't allow such careless use. It protects users from corrupting their financial history by making all transactions uploaded from the desktop read-only historical records.

If you are familiar with Quicken, you won't have any problem finding your way around the Pocket Quicken interface. The program supports "QuickFill" for categories and payees. You can always get a quick view of your bottom line. A PIN protects your data from prying eyes. The program can also track budget

amounts. But you can't reconcile your accounts on the Palm—a feature that should at least be an option. For serious Quicken users, this is one of the best choices for handling financial chores on a Palm.

Name	Balance
401k	14051.00
American Express	-242.26
Auto Loan	-12487.52
Cash	200.00
Checking	1245.69
Master Card	-458.95
Home Equity	50000.00
Savings	5200.00
Visa	-1845.78

SplashMoney's account view gives you a running view of your net worth; gotta love that home equity.

SplashMoney

\$19.95, SplashData
www.splashdata.com

SplashMoney works best as a stand-alone Palm finance app, but it can also function as an extension to Quicken or Money. Its simple screens make entering transactions fast and easy. It supports the usual types of accounts, has an auto-fill feature tied to payee and category lists, and can memorize regularly scheduled transactions.

The program can handle split transactions, nested categories, account transfers, and transaction classes. A predefined category list is included but can be edited to more closely match your own spending habits.

You can reconcile your bank statement against your SplashMoney records. To view your records more easily you can sort columns in several dif-

ferent ways. Report functions give you different perspectives on the health of your wealth.

Exporting data to Quicken or Money isn't as seamless a process as it is with Pocket Quicken or Ultrasoft Money; it involves creating a QIF file and then importing those transactions into your desktop application. Password protection safeguards your important information.

At this price it's hard to resist this program for handling finances on the Palm. If you don't mind learning how to handle the export and import chores, you can save a bit of money by making this program your handheld checkbook. Then again, time is money...

Name	Budget	Remain
*Savings	0.00	87.63
Dining	150.00	2.60
Dinner	60.00	0.44
Lunch	90.00	2.16
Entertainment	25.00	-3.50
Gas	60.00	-5.83
Groceries	250.00	1.61
Household	50.00	3.05
Total:	525.00	85.56

Quik Budget helps you manage your spending levels.

Quik Budget

\$19.95, Quick Sense Software
www.quiksense.com

Quik Budget actually works best in conjunction with one of the programs above. It's not designed to manage your checkbook and other accounts. Rather, Quik Budget lets you track your spending, so you can keep your expenditures in various categories in check. Quik Budget's Financial Posting Interface saves you the trouble of double-entering

your expenditures in your primary finance applications; it supports exporting your data to SplashMoney, Ultrasoft Money & Checkbook, and a number of other apps.

powerOne Finance may seem pricey, but it can outperform a \$130 HP financial calculator.

powerOne Finance

\$49.99, Infinity Softworks
www.infinitysw.com

If you're a traditionalist who works out your finances using a super-powered HP or TI financial calculator, powerOne Finance may be more up your alley than a traditional finance program. This Palm OS calculator supports both standard and RPN entry, and it boasts a beefy suite of financial analysis, science, and statistical functions. It goes a step further than traditional calculators by allowing you to create worksheet templates that you can share with your colleagues via email or beaming; over 100 are available on Infinity Softworks' site. If your day-to-day money management involves concepts such as bond yields and Black-Scholes option pricing, this is the application for you.

PALM 101

THE FAQ FILES

Getting in (Hot)Sync

by Calvin O. Parker

This month we dig through the mailbag and address a number of the common questions we've received lately.

In each issue, Palm FAQ-master Calvin O. Parker answers questions large and small, simple and technical. Send yours to calvin@hhcmag.com

I'd like to delete all the addresses/dates from AddressBook/Datebook. How do I do this?

Well, the quickest way to do this is to delete the address book or datebook database from your handheld. I recommend a program called Filez (www.nosleep.net/filez.asp) to do this. For the Address Book, find and delete the file named "AddressDB," and for the Date Book, you're looking for "DatebookDB".

After you do this, you should launch the application whose files you deleted (Date Book or Address Book), in order to recreate the database, before your next HotSync. The new database will be blank.



Select AddressbookDB, tap Details, and then tap the Delete button to erase your Address Book data.

When synchronizing between my desktop computer and the organizer applications on my handheld, how does the software change things in each file? Is there a priority in how the update

is done? For example, if I remove entries from the Palm Desktop's database, are they replaced when I do a HotSync?

Changes handled by the built-in applications and their conduits are based strictly on the date and time that a change is made, and how that date and time relates to the last time a HotSync operation was performed.

Basically, if you change something on the desktop side, that change (whether it's the addition of a new record, or modifying or deleting an existing record) will be reflected on your handheld after the next HotSync operation. The same goes if you change something on the handheld side--the change will be made on the desktop side during the next HotSync.

The only time that things get tricky is when you change the same record on both the handheld and the desktop. When this happens, both changes you make will be reflected on both the desktop and the handheld--a second record is created in each location. You'll see an error message show up in the HotSync Manager log to indicate that you need to manually resolve the issue. Just make all the appropriate changes to one record, delete the duplicate record, and HotSync again.

I'd like to print from Palm Desktop using a particular label format, and Palm Desktop doesn't seem to support it. Anything I can do here?

Well, the bad news is that you can't add new print formats to the Palm Desktop, nor modify the built-in printing capabilities. On the bright side, the popularity of Palm OS handhelds means that virtually all personal information managers (PIMs) can now sync with them. Your best solution, therefore, is to find a PIM that supports the printing formats you need and has Palm OS sync capabilities.



Calvin's FAQ Files are brought to you by PalmGear.com. See Calvin's FAQ page online at www.palmgear.com/faq

I installed a Palm Query Application called birthdays.pqa, a list of birthdays for baseball players that I thought my son would like. I'm not using a wireless service that supports PQAs, so I just want to delete the file. I can't. It shows up on the launcher screen, but is invisible to Delete. How do I get rid of this file?

Well, if you have a handheld capable of running PQA files (A Palm VII, a handheld running Palm Mobile Internet Kit software, or a handheld with Palm OS 4.0 or later), the PQA name should show up in your list for "Delete".

However, if it doesn't, you can use the Filez program I mentioned in the first tip to delete it.

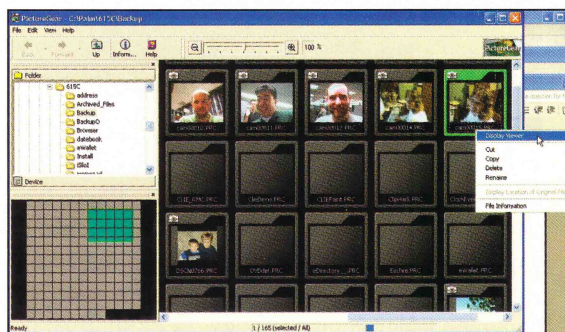
My Palm V will not power up unless it's in the cradle. I have tried soft, warm, and hard resets. The device seems to work fine while in the cradle, but is dead outside the cradle. When it's turned on, it goes dead as soon as it is removed from the cradle.

Unfortunately, it sounds like the battery is not holding a charge any longer, or the charging circuitry isn't working. In either case, you'll need to get it fixed or replaced. You'll need to contact Palm and send the handheld in repair. You might want to consider other options, however. You can get a Palm m105 which is functionally close to the Palm V for about the cost of the repairs. If you're extremely technically inclined, you can purchase a replacement battery from a site such as www.gethightech.com and install it yourself for about \$35. But opening and closing the Palm V is extremely difficult (it's actually glued together), and we don't recommend this course of action unless you're willing to bite the bullet and buy a replacement if something goes horribly awry.

I dropped my Palm IIIe and it is dead. I am considering getting a new palm m130. Can I transfer

Datebk4 to the new Palm, or do I need to purchase a new registration?

For most applications that use a registration code based off of your HotSync username (DateBk4 is one of these), you just need to make sure you use the same HotSync name on your new device. No new registration is necessary.



Use PictureGear Lite to locate and save images from your Sony Clié camera.

I recently purchased a Sony Memory Stick camera for my Clié. I would like to transfer pictures that I take on my Clié to my laptop, so I can print them or attach them to e-mails. The camera doesn't do you much good if you can't move them out of the Clié and into your computer. Where could I find the software that would allow me to do this?

You have to use the PictureGear Lite application that comes with the Clié. Install it from the Clié's installation CD, if you haven't already done so.

Take pictures with the camera, then HotSync with your computer. Open PictureGear, and browse to your backup directory (usually c:\palm\youruser-name\backup). Now locate the picture, right-click on it, and select Display Viewer. From there, you can choose "Save As" from the File menu and save the file in JPEG, BMP, TIF, or GIF format.

Rick Broida Vs. Dave Johnson

Speed Limits

Next-gen handhelds will have faster processors. Overdue, or much ado about nothing?



What do you think?

Write us at

letters@hhcmag.com

The best response
will win a fabulous
Palm Powered prize!

DAVE: I've never been as excited about buying a new PDA as I am right now. And I don't even know which one I'll be getting. I'm simply ecstatic to know that in just a few months, I will buy a next-generation Palm OS device running OS 5 and powered by a turbo-charged processor. It's about time; today's Dragonball CPUs are slow, slow, slow—you know, Rick, like the way you drive down the interstate with your turn signal on all the time.

RICK: It really saddens me to see handhelds following the same course as PCs: more features, faster processors, higher prices, harder to use. Maybe it's just my Amish heritage, but I long for the simpler days, when we all had grayscale screens and 2MB, and we were happy, damnit! Actually, my high-resolution, color-equipped Clie runs just fine with its 33MHz Dragonball. Never once have I thought, "Gee, I wish this thing was faster."

DAVE: Please, keep talking... this is good research for my book, *The Many Personalities of Rick Broida*. Just hours ago you were complaining that your Clie didn't have the horsepower needed to display jitter-free video, like you'd need to play back an episode of *The Simpsons*. Which is it—does your Clie run just fine, or is it underpowered for the sorts of multimedia applications you really want to run? Please, be honest. I am sure that we can both name a half-dozen programs that would benefit from a far-faster CPU.

RICK: If processor speed is the only thing holding up decent video performance on my Clie (and any other Palm Powered handheld), then by all means crank it up. But for the vast majority of handheld applications, it just isn't that crucial. I admit: Having seen what MPEG4 video looks like on the Pogo Flipster (a truly revolutionary product), I want the same capability on my handheld. But it'll

take more than just a faster processor to make that happen.

DAVE: Whoops, you almost bumped into me, side-stepping like that. I agree that I'd like to see a handheld with good multimedia performance. But unlike in your universe, in the real world that will require a faster processor. I'd also like my PDA to be snappy. SilverScreen is a gorgeous application launcher, for instance, but it can take five or ten seconds for it to pop onto the screen. Who wants that? You might argue that tighter programming would make it faster, but the fact remains it's one of several programs that make you wait. And a PDA, by its very nature, should never, ever make you wait. Everything should just snap onto the screen.

RICK: Use MegaLauncher—it's visually appealing, has more features than SilverScreen, and it's a lot quicker. I shudder to think that Palm OS programmers might start producing bloated, sluggish code just because faster processors and more memory can pick up the slack. We call that the Windows Equation. Look, I'm all for advancing handheld technology—faster processors, sharper screens, more memory, all of it—but I'm afraid of what it will cost. The joy of using a Palm has always been simplicity, reliability, and snap-to performance. As you've discovered with the likes of SilverScreen, these joys are in jeopardy.

DAVE: Who cares if the code is bloated? How does code bloat affect the everyday experience of using a program? I've never used a Palm OS application and thought, "this would be so much cooler if the programmer had written it in 1400 lines of code instead of 2000 lines." If your PDA's hardware is fast enough, you'll never know that a program isn't written with Borg-like efficiency, and whining about code bloat is just some weird form of tech snobbery. Of course, if you have a slow processor, code bloat is the least of your worries. Palm spell checkers are a great idea, but they currently run like molasses. On an ARM-based Palm, though, they'll be the digital equivalent of Jesse Owens.

RICK: Talk about multiple personalities, Dr. Jekyll! You're always complaining your Palm doesn't have enough memory, but then say you don't care if an application is 50 percent larger than it has to be. You know, there's a handheld platform that sounds just right for you: fast processor, lots of memory, pretty launcher—it's called Pocket PC. Funny how all that stuff doesn't add up to a better handheld—otherwise you'd be using one, right?

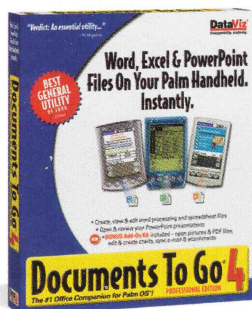
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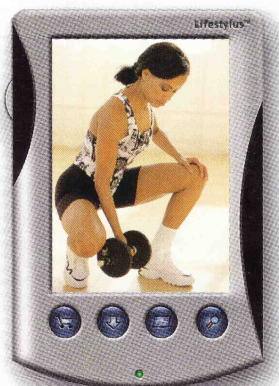
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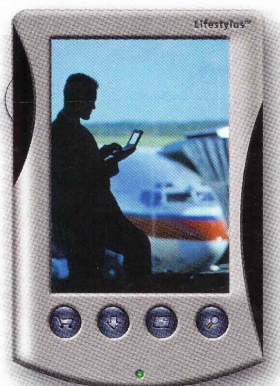
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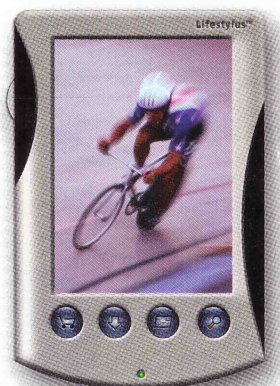
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you just have to know who you are!™



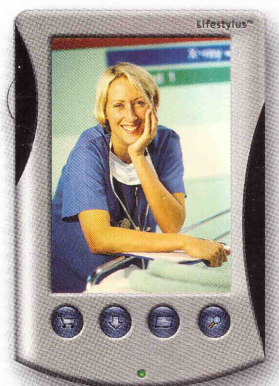
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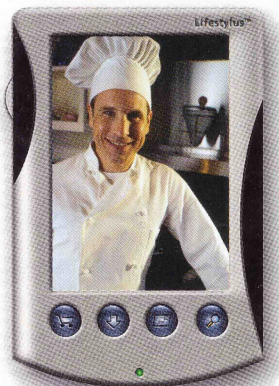
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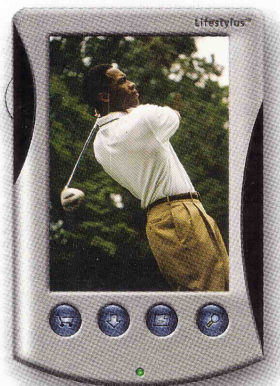
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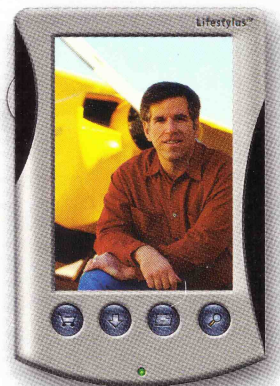
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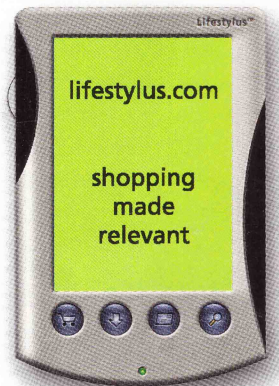
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